User’s Guide

Wide Format Scanners



Model: SD 3600 series

Aug 2011

Contents

About this Guide

This guide explains how to operate and maintain your wide format scanner.

The guide assumes basic knowledge of your computer and operating system and does not repeat material from their documentation.

Be sure to refer to:

1. The *Installation* section – describes correct installation of your scanner drivers and activation of your scanner license..
2. The readme.htm file in the ws folder on the *WIDEsystem TOOLS* CD-ROM. Contains the most current installation and OS compatibility issues.
3. *WIDEsystem TOOLS Help* – After installing your drivers, open WIDEsystem and press F1. This contains information on using the WIDEsystem application software with your scanner.

This user's guide covers the following models:

Scanner Model	Description
SD 3600 series scanners	36" color scanner

All series models are ENERGY STAR® compliant.

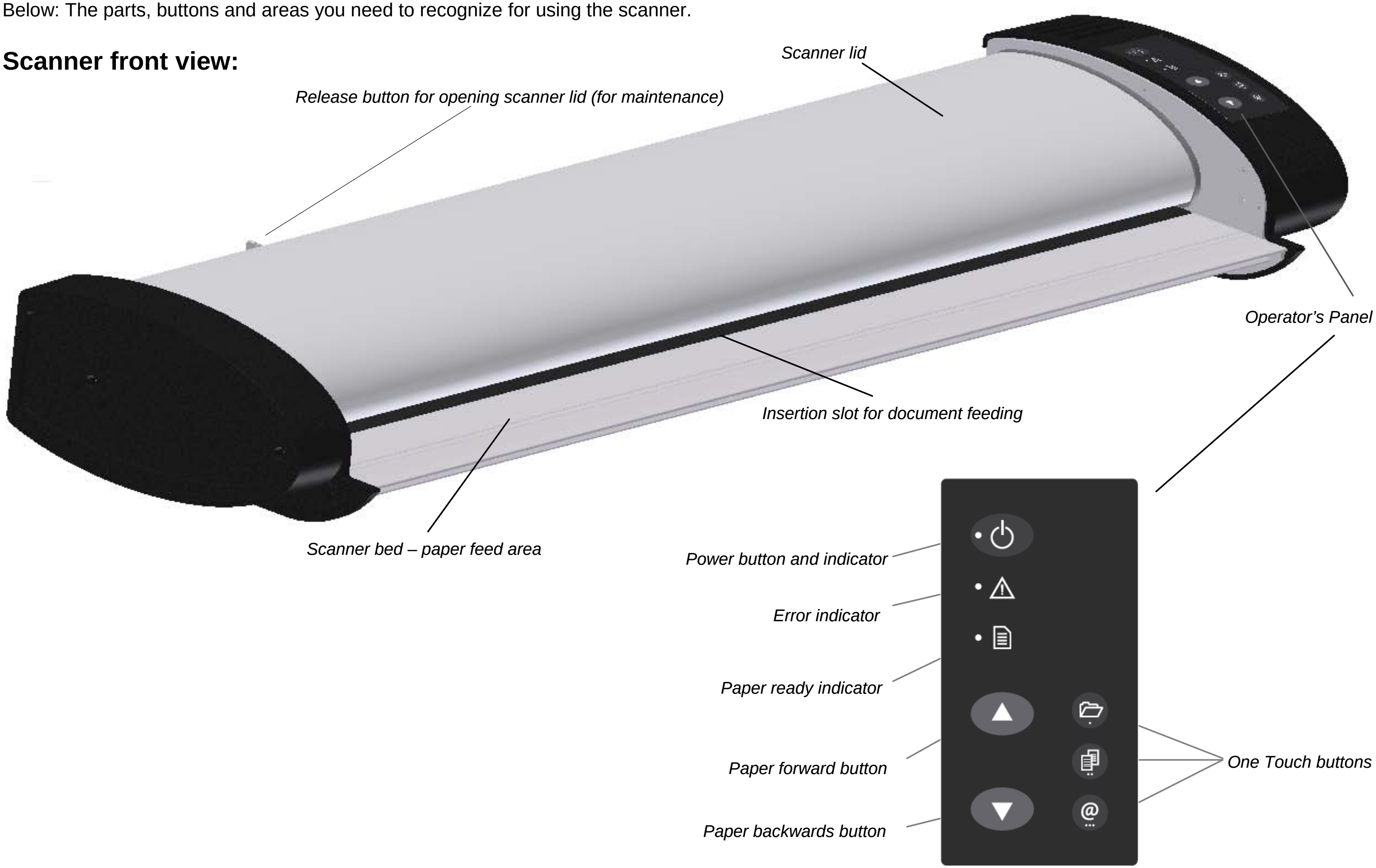
IMPORTANT: Be sure to use the WIDEsystem TOOLS CD-ROM that came with your scanner or a newer version. Out-of-date versions of WIDEsystem software may not detect your scanner model.

NOTE: Windows Compatibility - Your scanner and drivers are tested and developed to support the most current active Microsoft Windows version OS systems. Drivers and interface support in regard to specific Windows versions will follow the Microsoft Support Lifecycle Policy. The compatibility specifications can therefore change accordingly. The most current OS compatibility specifications and drivers will be available on your manufacturer's website.

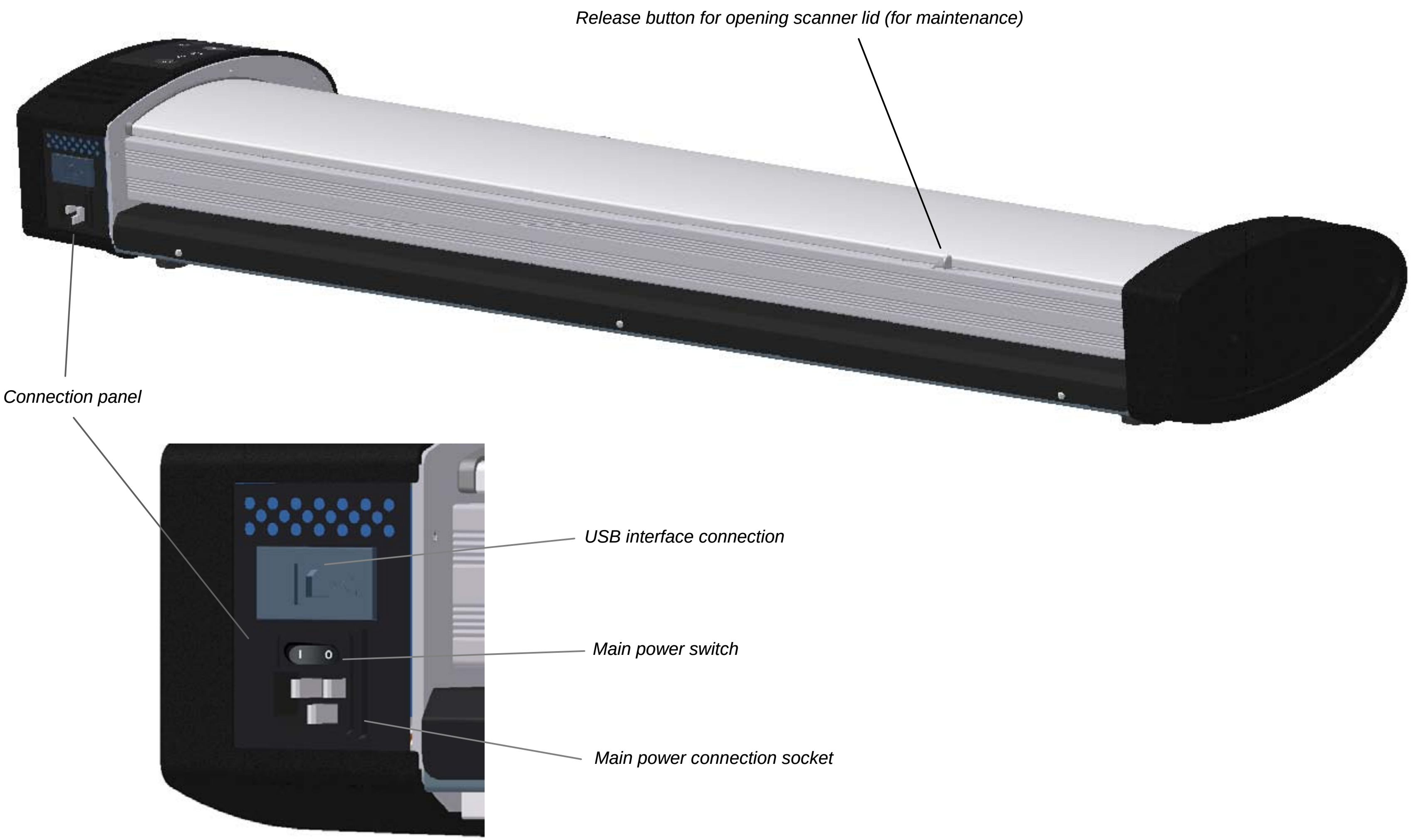
Overview of the Scanner

Below: The parts, buttons and areas you need to recognize for using the scanner.

Scanner front view:



Scanner rear view:



Installation

Follow the steps below for quick and easy installation of your scanner and scanner drivers.

System requirements

- PC or supported workstation. Recommended requirements: 1.6GHz Dual Core processor or better, 2 GB RAM, 5 GB of available hard drive space, USB 2.0 interface.
- Compatible Windows operating system – View the ws/readme.htm file on the *WIDEsystem TOOLS* CD-ROM.
- Enabled USB port on your PC.
- The *WIDEsystem TOOLS* CD supplied with your scanner.
- Scanning software and/or compatible third party software. *See the section on Software Applications for Scanning.*
- Grounded power outlet.

Installation step by step

Setting up the scan station

1 **Set up the scan station**

Your scanner should be placed either on the specially designed stand-alone floor stand or on a sturdy table. Make sure there is enough space behind the scanner to allow the media to run out.

⚠ ***IMPORTANT***: DO NOT YET CONNECT THE SCANNER TO POWER OR PC.

⚠ See also the Safety Instructions at the end of this operator's guide

Installing scanner software – WIDEsystem, drivers, and Scan/Copy software

2 Install WIDEsystem and scan/copy software on your PC



***IMPORTANT**:* WIDEsystem contains your essential scanner drivers. You must install WIDEsystem **before you connect the scanner** or install any scanner software applications.

1. Insert the WIDEsystem TOOLS CD-ROM into your PC. Normally the setup program interface will start automatically. If it does not, locate the setup.exe file on the CD and start it manually.
2. Follow the instructions on your screen to install the WIDEsystem software and scanner drivers. Reboot the PC when asked to do so to complete installation.
3. Remove the CD when done with installation.
4. To verify correct installation of WIDEsystem: the WIDEsystem icon will be visible in your system tray. 
5. After installing WIDEsystem, install the Scan & Copy software you will be using with the scanner. Select the required installation options for the Scan & Copy software from the WIDEsystem TOOLS CD or from a third-party installation CD.

***IMPORTANT**:* During all installation steps, be sure to select **"YES**" if Windows asks you to allow the software to access the network.

CAUTION*:* DO NOT YET CONNECT THE SCANNER TO POWER OR TO THE PC. This is to ensure your own personal safety and to help protect your device from potential damage during cleaning in the next steps

6. After installing software, leave the PC ON as you perform the next steps to prepare and setup the scanner.

Cleaning the scanner

3 Clean the scanner feeding bed

Lightly clean the scanner exterior and interior to remove any dust accumulated during transportation. Start with the feeding bed.

The feeding bed is the flat surface in front of the insertion slot. Wipe the feeding bed thoroughly so dirt and dust are not dragged into the scan area with the original.

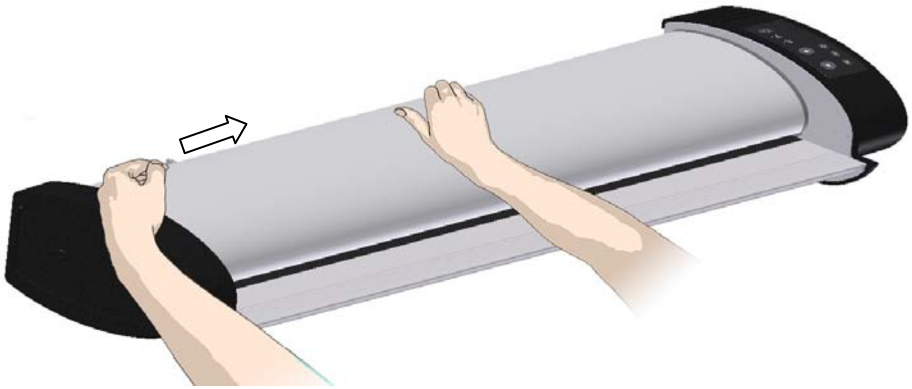


Cleaning the scanner

4 Open the scanner lid – Press the lid release button

The internal scan area should be wiped clean for any dust accumulated during packaging and shipping. The scan area is under the scanner lid so you have to open it. The scanner lid release button is at the back of the scanner lid.

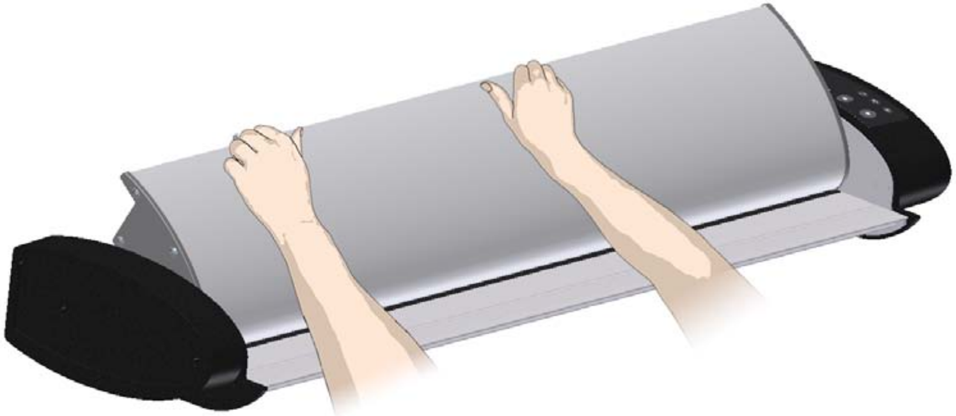
1. Stand at the front of the scanner.
2. Push down on the scanner lid and simultaneously slide the release button towards the scanner's center with your fingers until you feel the lid's latch unlock.
4. Use your other hand to ease the lid slowly back as you grip its edge.



Cleaning the scanner

5 Open the scanner lid – Pull the lid all the way back

Retain your grip on the lid edge as you pull the lid backwards towards your body. Open the scanner lid all the way back.

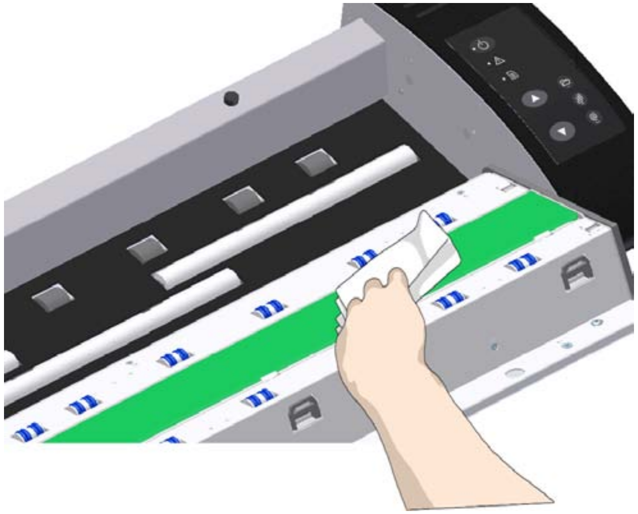


Cleaning the scanner

6 Clean the internal scan area

Wipe the internal scan area free of dust. Use a dry lint-free cloth.

If you detect difficult smudges on the glass that cannot be wiped clean with a dry cloth, refer to this guide's section *Cleaning the scan area* for instructions on thoroughly cleaning the scan area.



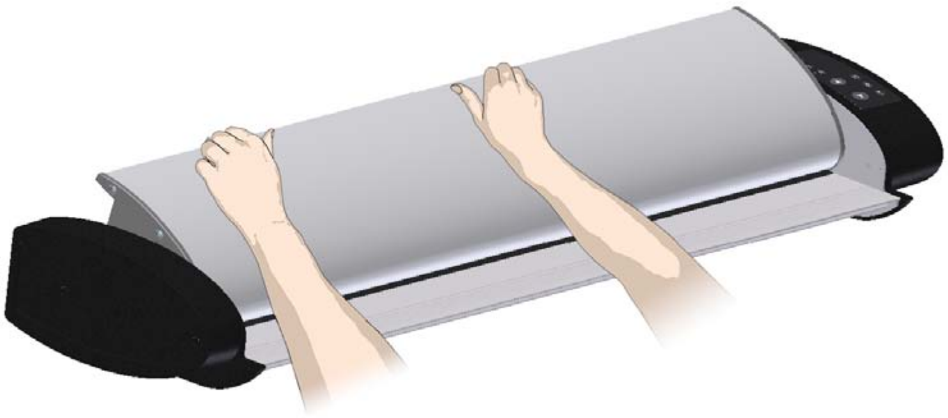
Cleaning the scanner

Cleaning the scanner

7 Close the scanner lid –

Close the lid after cleaning the internal scan area.

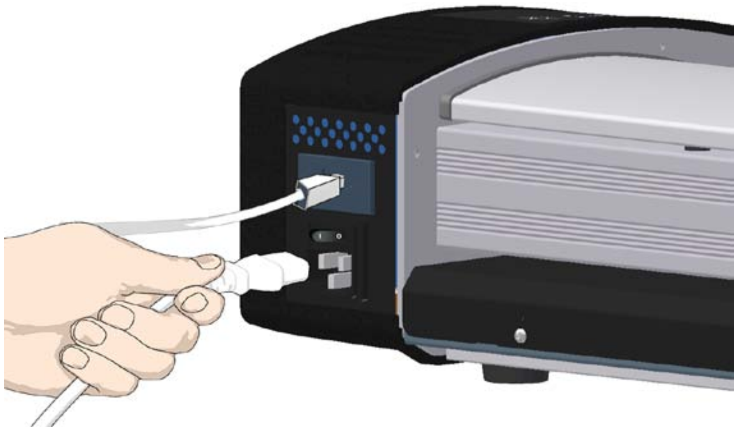
1. Push the scanner lid back all the way down until you hear the lid latch click.
2. Gently try to pull the lid open to ensure that it is locked in its “closed” position.



Connect power cable

8 Connect the power cable to the scanner

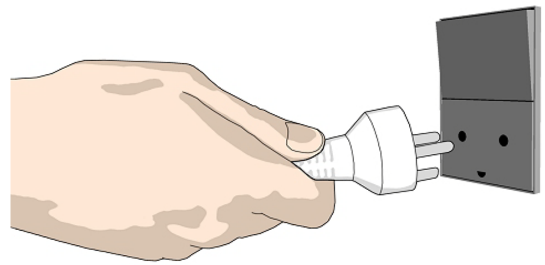
Connect the scanner power cable to the scanner‘s main power connection socket. The main power connection socket is at the scanner’s back.



Connect power cable

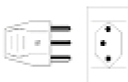
9 Connect the scanner to a power outlet.

Connect the power plug end of the scanner power cable to a power outlet.



CAUTION: The scanner is equipped with a three-wire (pin) grounding type plug. If you cannot insert the plug into your outlet, contact your electrician to replace the plug or outlet to ensure a grounded power connection. Do not try to defeat or ignore the purpose of the grounding-type plug.





Scanner power ON

10 Turn scanner power ON

Turn on the main power switch at the back of the scanner



Connect USB cable

11 Connect the USB interface cable to the scanner

Connect the B-connector (square shaped end) to the USB connection socket on your scanner.

The USB connection socket is at the scanner's back.

IMPORTANT*:* Do not yet connect the other end of the USB to the PC. .

Regulatory Notice: Your scanner product has been tested to comply with the EMC Standards EN55022 and FCC, Part 15. To maintain compliance, only use the interface cables supplied with the scanner.

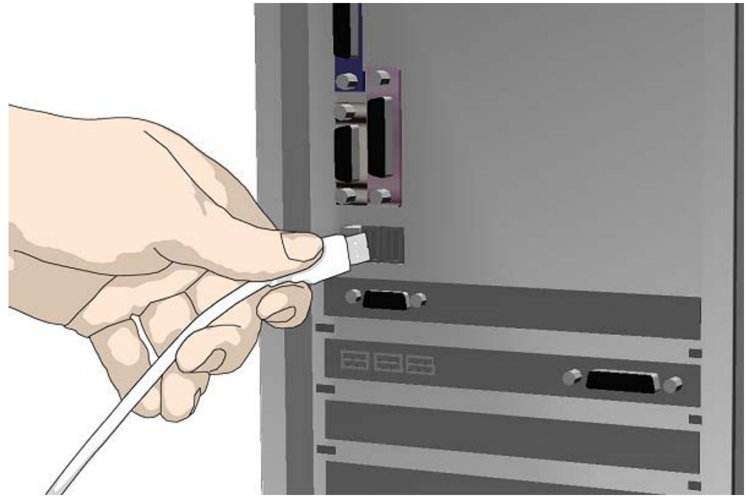


Connect USB cable to PC

12 Connect the USB interface cable to the PC

1. On the PC, verify that WIDEsystem is running – the WIDEsystem icon should be visible in your system tray.
2. If WIDEsystem is not running, locate the WIDEsystem entry under your *Programs* menu and start it manually.
3. Make sure the USB cable is connected to the scanner as instructed in a previous step.
4. Connect the A-connector end (flat end) to a USB port on your computer.

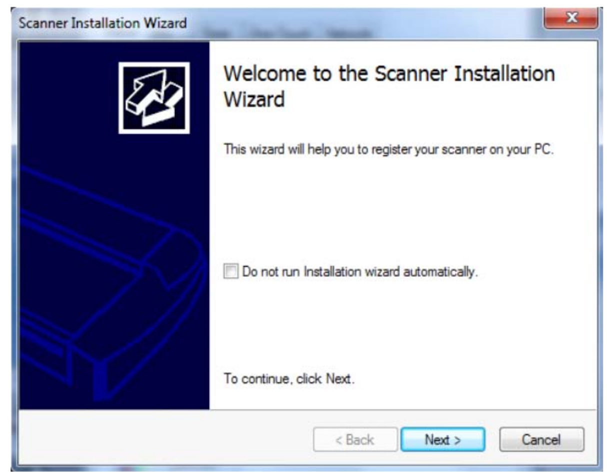
NOTE: It is recommended to use an available USB port on the **back** of the PC. Using USB ports on the front can affect performance on some PC models..



Scanner installation

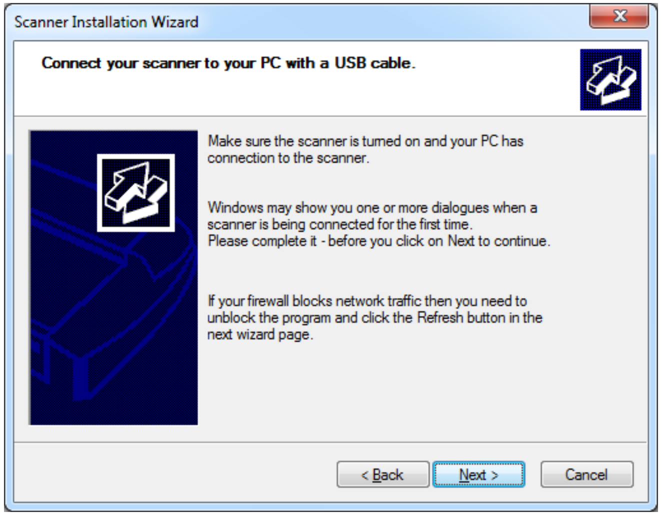
13 The Installation Wizard starts up

1. The driver will detect the scanner and start the scanner installation wizard.
2. On first time installations, the WIDEsystem Scanner Installation Wizard should start after 20 seconds.
3. If the installation wizard does not start up, perform one or more of the following:
   a. Unplug and reinsert the USB connections to scanner and PC.
   b. Ensure the USB cable is connected firmly at both ends.
   c. Try a different USB port on the PC.
   d. Make sure the USB is inserted into the port marked for USB at the back of the scanner.



Scanner installation

14 Windows installs the scanner

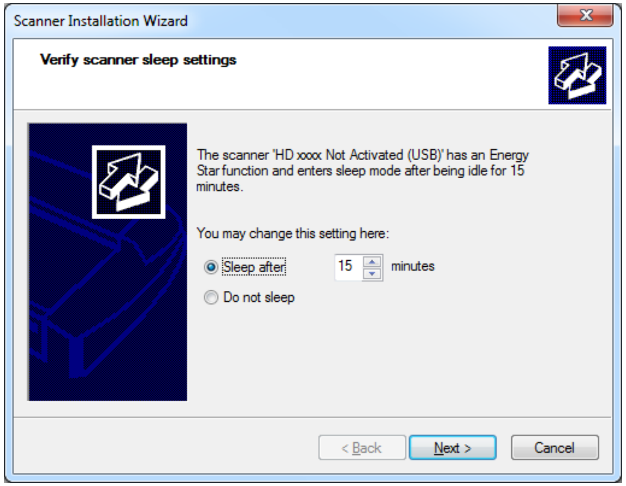


1. Click Next and follow the instructions on your screen to install the scanner on your PC.
2. Most of the scanner installation process is automatic.
3. Wait until the completion message appears
4. Press *Next* when done.

⚠ ***IMPORTANT****:* During all installation steps, be sure to select **“YES**” if Windows asks you to allow the software to access the network.

Scanner Installation

15 Set energy-star idle time preference



On delivery, the scanner is set for automatic entry into sleep mode after a preset *idle* time, i.e., the length of time the scanner is not active. The default idle time setting for energy star compliancy is 15 minutes.

You may wish to prolong it to avoid frequent automatic shutdowns.

Set a new idle time or select *do not sleep* to deactivate automatic entry into sleep mode.

Scanner Activation

16 Activate the scanner

You must activate your scanner with its licence before you can use it. Follow the *Scanner Activation Wizard* instructions.

NOTE: Your supplier may have pre-activated the scanner for you. If the scanner is pre-activated, the wizard will skip this step and following steps 16a, 16b.

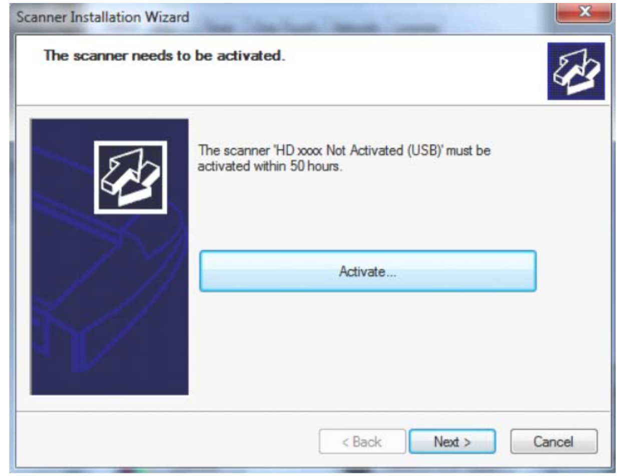
About license keys and activation codes:

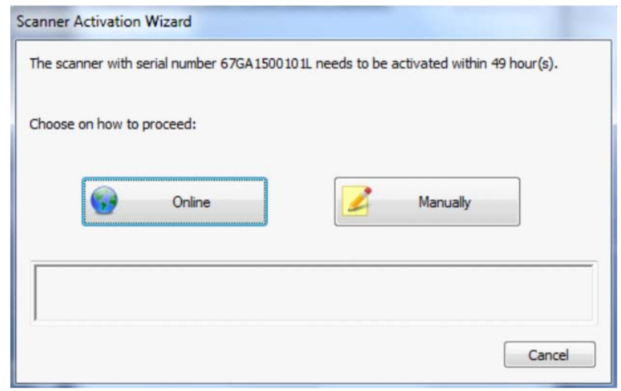
- You will need to enter your **license key** that came with your scanner.
- Contact you dealer if you do not have a license key.
- **Online** activation will only require the license key.
- **Manual** activation will additionally require an **activation code**. Activation codes can be obtained from your dealer or through the manufacturer's License website. Follow the instructions *Manual Activation* (below) to obtain an activation code through the manufacturer's License website.

To activate the scanner:

1. Press the *Activate* button to start the activation wizard.
2. You are presented with 2 ways to activate the scanner – *Online* and *Manual*.
3. If your PC is connected to the Internet, choose ***Online*** activation, otherwise choose ***Manually***
4. If you chose *Online*, proceed to the instructions in step 16a (and skip 16b). If you chose *Manual*, proceed to the instructions in step 16b (skip 16a).

IMPORTANT: During all installation steps, be sure to select **"YES"** if Windows asks you to allow the software to access the network.



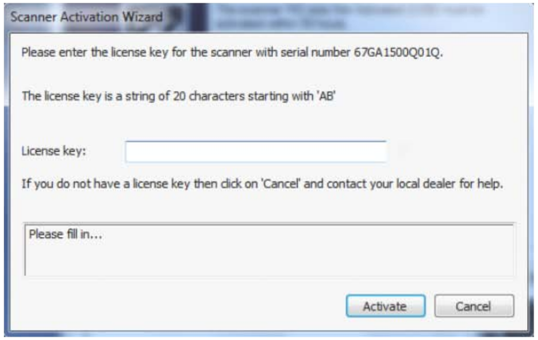


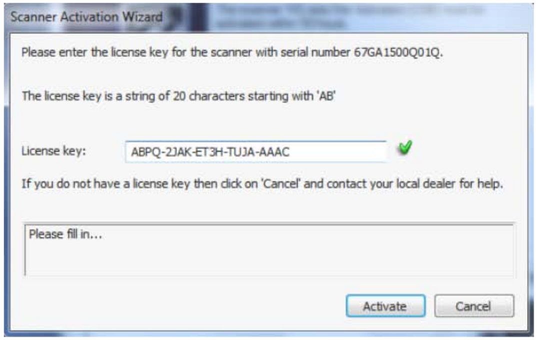
Scanner Activation - Online

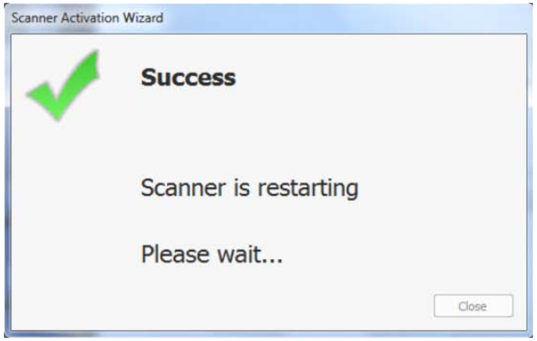
16a Online activation

Online activation is very easy. You only need your license key.
When you choose *Online* as the activation method, the dialog shown on the top right appears.

1. Enter you license key in the designated field.
2. The key will be authenticated online and if valid, a green tick will appear as shown in the dialog shown on the right-middle.
3. Press the *Activate* button to continue.
4. The *Success* dialog will indicate successful activation.





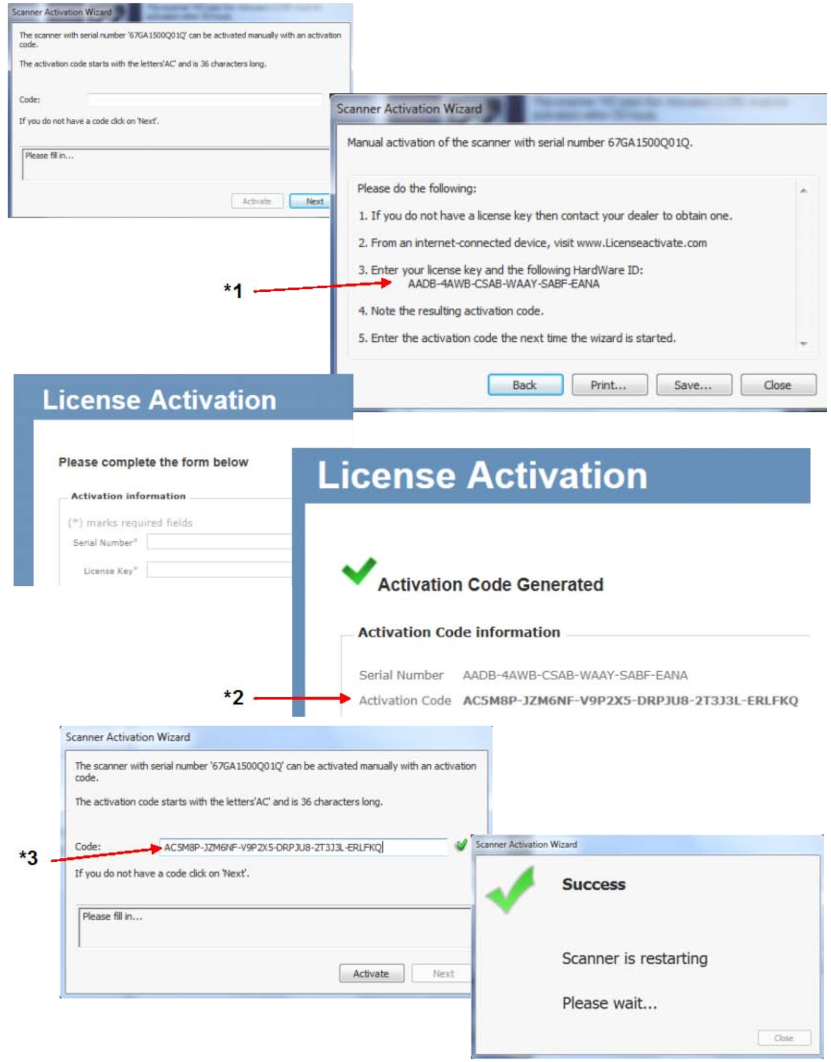


Scanner Activation - Manual

16b Manual activation

- Have your license key ready before proceeding. If you don't have one, contact you dealer.
- Manual activation uses an *Activation Code*. To produce an activation code, you will need your *license key* and the scanner's ***ID*** which is a serial number or hardware ID. The scanner's ***ID*** is read off the scanner and displayed by the wizard (*1).
- You will need to access the internet (from any device). Here you can enter the 2 values - *license key* and *ID* to get an *activation code*.
- Follow the instructions below:

1. When you choose *Manual* as the activation method, you will be asked to enter an activation code in the empty field. Click *Next* to obtain an activation code.
2. The *Manual* activation wizard will display instructions. Please note the actual scanner's ID - hardware ID or S/N (serial number) supplied by the wizard (*1). You will need this ID to obtain the activation code in the next steps.
3. Go to license.contex.com.
4. In the web interface titled *License Activation*, enter your license key in the designated field.
5. Enter the scanner's ID - hardware ID or S/N that is supplied by the wizard as describe in step 2.
6. Note or copy the *Activation Code* produced by the license.contex.com website (*2).
7. Enter or paste the activation code in the manual activation wizard dialog (*3) and press *Next.*
8. The system will activate the scanner. Upon completion, the system will display the success message.

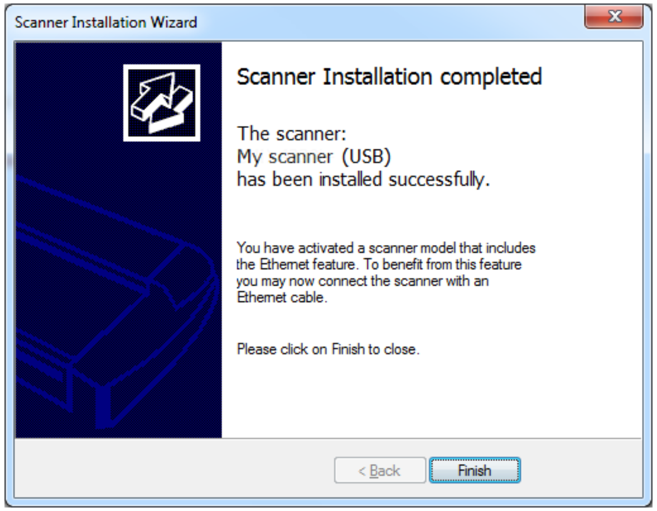


Scanner Installation

17 Installation complete

The scanner has been installed correctly when you see this message.

Proceed to the final optional steps.



Set up scanner for sharing on the network

18 Set scanner for sharing on the network (Optional)

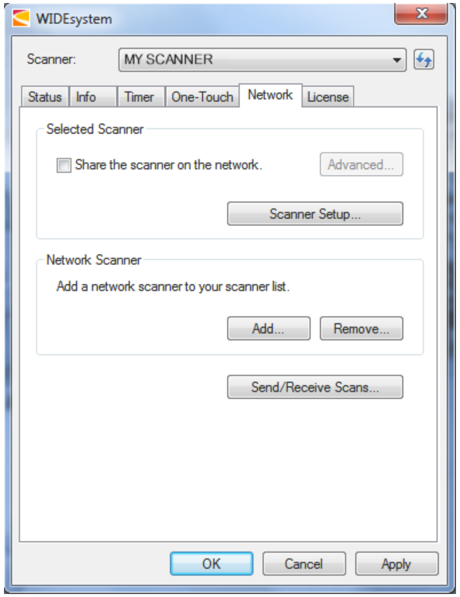
You can enable other PCs on the LAN to use the scanner. This is called “Sharing”. After activating the scanner, You can set it up as a “shared scanner” through WIDEsystem.

1. Double -click on the WIDEsystem program icon and select the *Network* tab.
2. Select the option: *Share the scanner on the network.*
3. Press the *OK* button to accept the settings.

On most LAN systems, this is all you have to do. However, some systems will require *Advanced* settings, such as specific communication port numbers. Contact your LAN administrator for information regarding *Advanced* settings.

NOTE: Open WIDEsystem and press the <F1> key for viewing complete on-line help regarding the *Network setup* procedures and options.

NOTE: PCs on the LAN that will use the scanner must be installed with WIDEsystem and compatible scan/copy software.

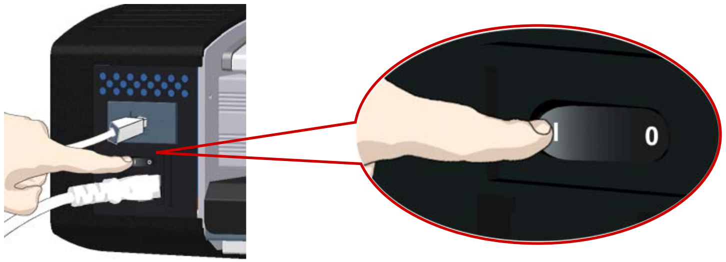


Turning the Scanner ON and OFF

Main power switch

The main power switch is at the back of the scanner.

- Press the left side of the switch (marked “I”) to turn the main power to ON.
- Press the right side of the switch (marked “0”) to turn the main power to OFF.



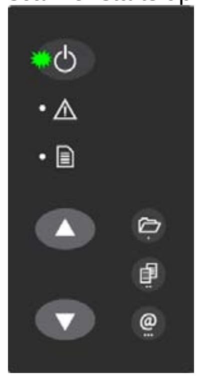
.

Self test procedure
When you turn the main power ON, the scanner runs a short self-test procedure. This takes less than one minute. The 3 LEDs on the panel will be on during the self-test procedure.



All LEDs are on during self-test

Scanner ready to scan
The scanner is ready for scanning when the power LED turns green. The scanner starts up in *Wake* mode (see next section).



Scanner ready – in Wake mode.

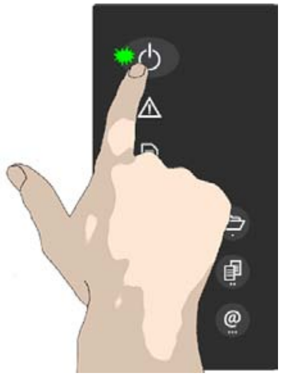
You can leave the main power switch permanently ON and control scanner power through its ***Sleep*** and ***Wake*** modes.

Sleep and wake modes

With the main power switch ON, scanner power can be set in *Sleep mode* and *Wake mode*. ***Sleep*** mode is the energy saving mode. The scanner cannot scan when in the *Sleep* mode. ***Wake*** mode is the full power ON mode for scanner operation.

The scanner will go from ***Wake*** mode into ***Sleep*** mode:

- Automatically: after a set idle time (see Sleep mode options below).
- Manually: when you hold the power button down for 3 seconds.



Hold down the power button to enter Sleep mode.



Scanner in Sleep mode – Power LED is orange

The scanner will go into ***Wake*** mode from ***Sleep*** mode:

- When you feed a document into the scanner.
- When you press the power button.



Scanner in Wake mode – Power LED is green

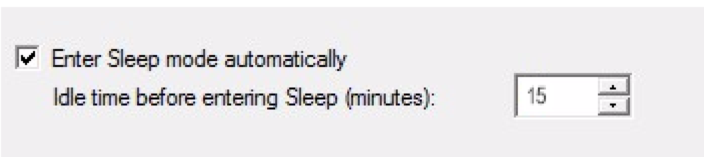
Sleep mode options - automatic entry and idle time

On delivery, the scanner is set for automatic entry into sleep mode after a preset *idle* time, i.e., the length of time the scanner is not active. You can prolong or shorten the idle time value to match your normal workflow.

NOTE: The option for changing the idle time will appear during installation and therefore may have been reset by the user who installed the scanner.

To change/set the sleep mode options:

1. Double -click on the WIDEsystem icon in the system tray to open the WIDEsystem program.
2. Select the *Timer* Tab.
3. Select or deselect the *Enter Sleep mode automatically* option.
4. If you do not select the *Enter Sleep mode automatically* option, you will need to use the manual method for entering sleep mode.
5. If you do select *Enter Sleep mode automatically* option, proceed to the next step to set the *Idle time* value.
6. Set the value *Idle time before entering sleep*. This is the number of minutes the scanner can stand idle before entering the sleep mode on its own.
7. Press *Apply* to download your settings into the scanner's memory.



Sleep Mode options in the WIDEsystem program – Timer tab

Manual activation – wake and sleep modes

With the scanner main power ON, the scanner can also be brought into Wake and Sleep modes **manually** even while the *Enter sleep mode automatically* option is selected.

- **Wake** - by pressing any button on the panel or inserting a document for scanning.
- **Sleep** – by pressing and holding down the power button for 3 seconds.

You can choose to disable automatic entry into *Sleep mode* entirely if you want only manual activation of the sleep mode or, you can leave it enabled and retain both manual and automatic functions.

Loading Originals into the Scanner

Load, face up, at the scanner's center

- Load your document with the image side facing upwards.
- Align the center of the document with the center arrow marking on the scanner bed.



- Use the standard size markings to help align the document for a straight scan path.

You can use automatic loading or manual loading. These loading options are available in the scan/copy application.

NOTE: The availability of the *automatic* and *manual* loading options will depend on your scan/copy software and its level of compatibility with the scanner model.



Load the paper, face up. Hold with both hands and align the document's center with the scanner center marking.

Automatic loading

With **automatic loading**, the scanner takes the original as soon as you insert it in the paper slot. Automatic loading is reliable for most jobs and especially useful for batch scanning jobs.

1. Make sure the Paper handling option "*Auto load*" is set in your scanning application.
5. Align the center of the document with the center arrow marking on the scanner bed.
6. Push the original into the insertion slot until you feel it contact the rollers and the Paper Ready LED lights green.



Paper Ready LED green just before the paper feeds

7. The scanner will grab the original automatically and move it into start-scan position.

8. A delay factor can be set in the scanning application. The delay will give you time to control straight positioning of the document if you feel the scanner is grabbing the original too fast.

Manual loading

1. Make sure the Paper handling option "*Manual*" is set in your scanning application.
2. Align the center of the document with the center arrow marking on the scanner bed.
3. Push the original into the insertion slot until you feel it contact the rollers and the Paper Ready LED lights green.
4. While holding the original in place with one hand, use the other hand to press and hold down the Paper Forward button on the scanner.



When Paper Ready LED is green – press the Paper Forward button

5. The original moves into the start-scan position.

Unloading the original after scan

1. Press the Paper Backward button to eject the original back to the scanner feeding bed (towards you).



2. Press the Paper Forward button if you wish to eject the original out the back of the scanner.



Soft Handling

The *Soft-handling* option can be selected in your scan application. Soft-handling means that feeding and scanning are slowed down. You can use the option with both *Manual* and *Automatic* loading.

NOTE: The availability of the soft handling load option depends on your scan/copy software and its level of compatibility with the scanner model.

Use *Soft-handling* with

1. Old, curled or creased originals that trigger a paper jam. See Trouble Shooting – Paper Jam error for correcting a paper jam error.
2. Fragile originals you want passed delicately through the drive system.

Setting the input size

The *Input size* defines the scan area. You enter the input size in your application's input size dialogs.

NOTE: The availability of the *Input size* options described below will depend on your scan/copy software and its level of compatibility with the scanner model.

3 ways to set find and set the input size:

9. **Use automatic size detection -** The scanner will detect the edges of the document and calculate the input size for you.
10. **Set a standard size** - common standard sizes are marked on the scanner bed. Use these markings to determine which standard size matches the original and then select that size in the application's *input size* dialog.
11. **Set the size manually** for irregular sizes. Measure your document with the inch/cm ruler on the scanner bed. Enter your width measurement in the *width* setting field in your application's *input size* setup dialog. You can also measure and set a *length* value or choose automatic length detection.

Scanning

Software applications for scanning

Your scanner is controlled through scan, copy or imaging software installed on your PC.

Optimal full featured scanning functionality is obtainable through scan and copy software specifically developed for compatibility with your scanner model. See the scanner manufacturer's website for information on scanner software and compatible third-party applications.

Running applications from the scanner panel

Normally you would control the scanner from your PC through your scan software user interface. However, your scanner also supports one-touch buttons that enable you to trigger scanner compatible software from the scanner panel. Configuration of your one-touch buttons is controlled through WIDEsystem. Please refer to the on-line help in WIDEsystem and your compatible scanner software for instructions.



The one touch buttons 1, 2 and 3.

Batch scanning

Batch scanning involves jobs where you want to feed and scan a whole set of originals that require equal scan settings. The basic steps are:

1. Set your scan settings (size, type, image adjustments..) for the batch. Your settings will apply to ALL the documents in the batch.
2. Set the scan software into *Batch Mode*. This will tell the scanner to start scanning as soon as the document is fed so you don't need to trigger the scan.
3. Choose Automatic loading (optional) - for fast and effective loading.

Read you scan software's on-line help pages for specific information on batch scanning with the application.

NOTE: The availability of Batch scanning options will depend on your scan/copy software and its level of compatibility with the scanner model.

Monitoring your scanner with WIDEsystem

You installed WIDEsystem with the scanner drivers. WIDEsystem contains an application that monitors the scanner and reports on its functionality. *Double click the system tray's scanner icon to open the WIDEsystem control interface.*

With WIDEsystem you can:

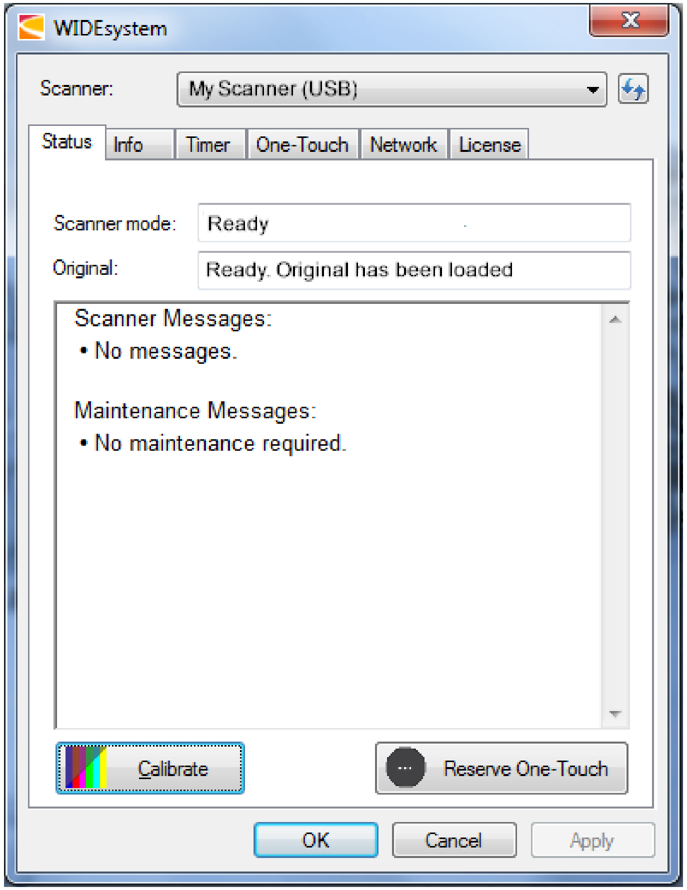
- **View the scanner's status.** Move the mouse over the scanner icon on the system tray. Status messages include whether or not the scanner is detected, connection and runtime errors and readiness for scanning.



Scanner status message on Windows system tray

- **View Error messages and logs.** Runtime errors are reported immediately on your screen. You can also open the *Status* tab and *Log* tab for viewing error messages.

- **View information about the scanner device** in relation to firmware and hardware revisions. Open the *Info* tab.
- **Install new firmware** – You download new firmware to a folder on your machine and thereafter install it on your scanner.
- **Assign/reassign applications to the scanner's one-touch-scan buttons**, or disable the one-touch-scan buttons altogether. Open the *One-Touch* tab to make settings.
- **Set up your scanner so it can be shared by other PC's on the network**. Open the *Scan to Net* tab to make settings. See also Installation - Share the scanner on the LAN.
- **Set up your scan software so it can access shared scanners on the network**. Open the *Scan to Net* tab to make settings.
- **Launch the scanner calibration wizard.** Open WIDEsystem and select *Calibration.*
- **Launch the WIDEsystem on-line help.** To find instructions on trouble shooting and using WIDEsystem with your scanner. Open WIDEsystem and press the F1 key.
- **Activate and upgrade your scanner.** Open the License tab. You will need to have a valid license for the activation/upgrade



WIDEsystem program control interface

Maintenance

About scanner maintenance

Scanner maintenance will ensure optimal performance of your scanner. There are three basic maintenance tasks:

1. **Cleaning**
   Keep your scanner clean – the next section describes how to thoroughly clean the internal scan area. How often you need to clean will depend on how often and the types of media you scan. If your work primarily involves scanning newspapers and old blueprints you may need to clean more often than users who only scan brochures and new drawings. Be sure to clean the scanner when results are not optimal. Particles of dust in the scan area can sometimes be the sole cause of streaks in the end result.
   See more under the section Cleaning the scan area
2. **Calibration**
   Calibrate the scanner if your output is not optimal and cleaning (above) does not remedy the problem. Calibration will align the image capture sensors and renew the scanner's original color and BW precision. Scanner Calibration is easy to perform. Just insert a Calibration Sheet and run the Calibration Wizard in WIDEsystem. The rest is done by the program. Make sure the scanner is clean before calibrating.
   See more under the section Scanner Calibration.
3. **Replacing the glass plate**
   This should be carried out when a worn glass plate affects your results. You may need a new glass plate if streaks continue to appear on the image even after cleaning the glass. See more under the section Replacing the glass plate.

Cleaning the scan area

How often you should clean your scanner will largely depend on how much you use the scanner and the condition of your documents. Generally, be sure to clean at least once a month and always right before important jobs that require a high degree of precision.

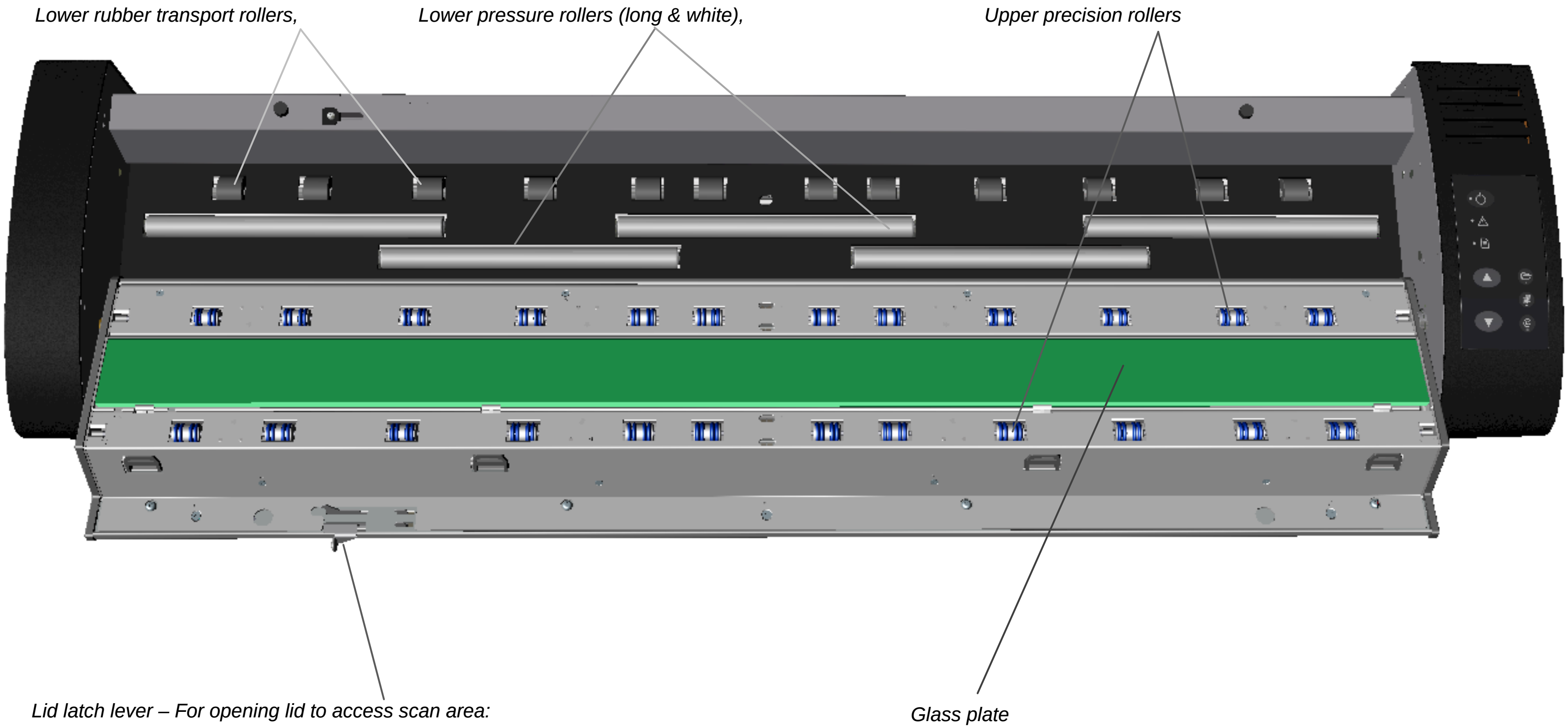
You must clean the following scanner parts/areas:

1. The scanner bed
2. Glass plate
3. Upper precision rollers
4. Lower pressure rollers
5. Lower rubber transport rollers

NOTE: To help locate these parts on the scanner, see the *Overview of key maintenance points – Cleaning* on the next page.

Overview - Key maintenance points - Cleaning

The illustration below shows the scanner from above with its lid open. The illustration indicates the key points (parts and areas) you need to recognize when cleaning the scanner. Instructions regarding the cleaning tasks that involve these points follow below.



To clean your scanner:

Cleaning the scanner

1 Turn the scanner's main power to OFF

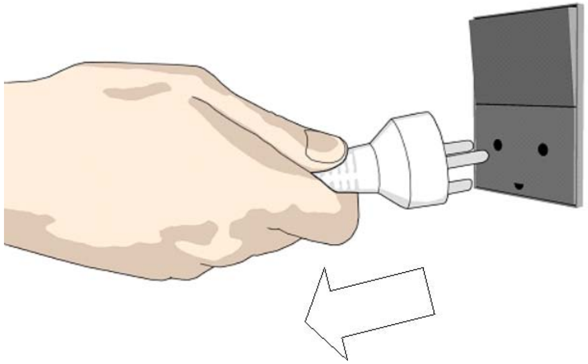
Press the main power switch at the back of the scanner to the OFF position ("0").



Cleaning the scanner

2 Disconnect the scanner's power plug

⚠ **CAUTION**: Always disconnect power before cleaning the scanner. This step is to ensure your own personal safety and to help protect your device from potential damage.



Cleaning the scanner

3 Clean the scanner feeding bed

Clean your scanner's flat feed bed surface so dirt and dust are not dragged into the scan area with the original.

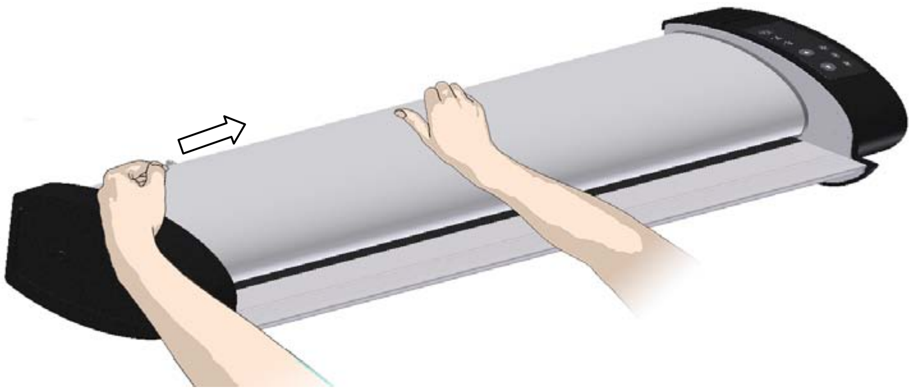


Cleaning the scanner

4 Open the scanner lid – Press the lid release button

The next steps involve cleaning the scan area under the scanner lid so you have to open it. The scanner lid release button is at the back of the lid.

1. Stand at the front of the scanner.
6. Push down on the lid and simultaneously slide the release button towards the scanner's center with your fingers until you feel the lid latch unlock.
7. Use your other hand to grip the edge of the lid to ease it slowly back.

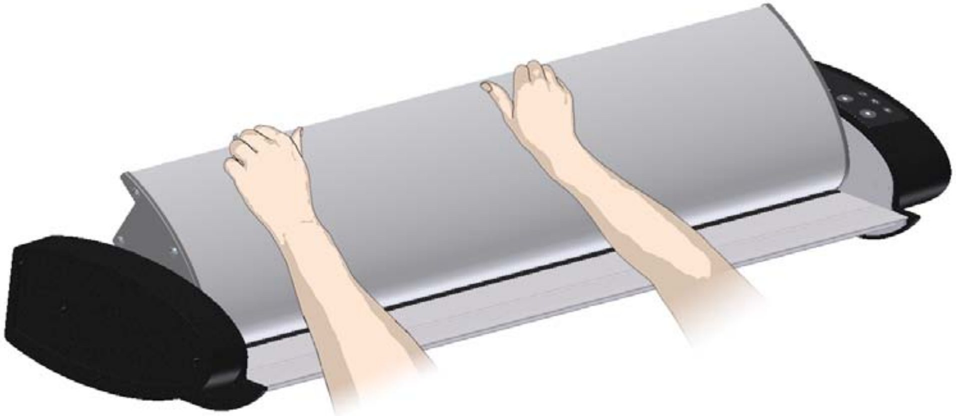


Cleaning the scanner

5

Open the scanner lid – Pull the lid back

Retain your grip on the lid edge as you pull the lid backwards towards your body. Open the scanner lid all the way back.



Cleaning the scanner

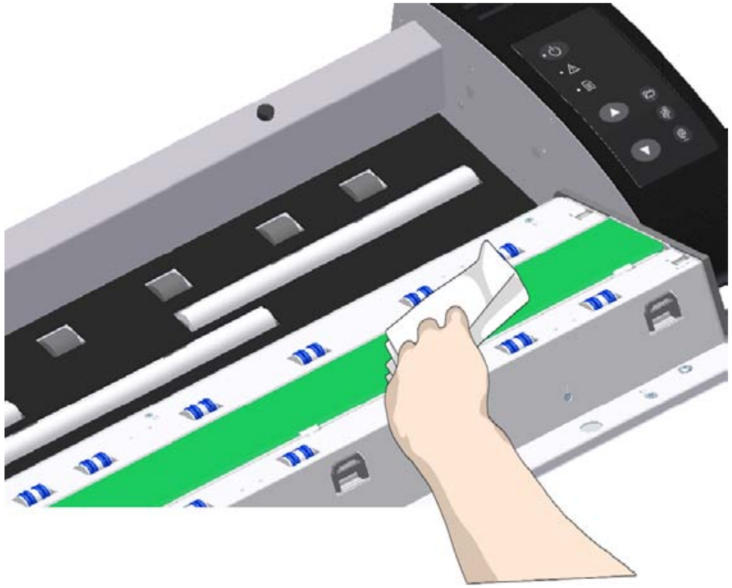
6

Clean the scanner's glass plate

Use 2 fresh and clean lint-free cloths for cleaning the glass plate. Do not reuse the cloth you used to wipe the scanner bed.

1. Spray/apply a mild, streak-free, glass cleaner onto a lint-free cloth.
2. Gently wipe the glass clean.
3. Dry the glass completely using the other clean, dry lint-free cloth.
4. Make sure that fluids to not get under the glass and that you leave the area dry.

⚠ **CAUTION**: Do not spray/apply cleaner fluids directly on the glass plate or anywhere else in the scan area.



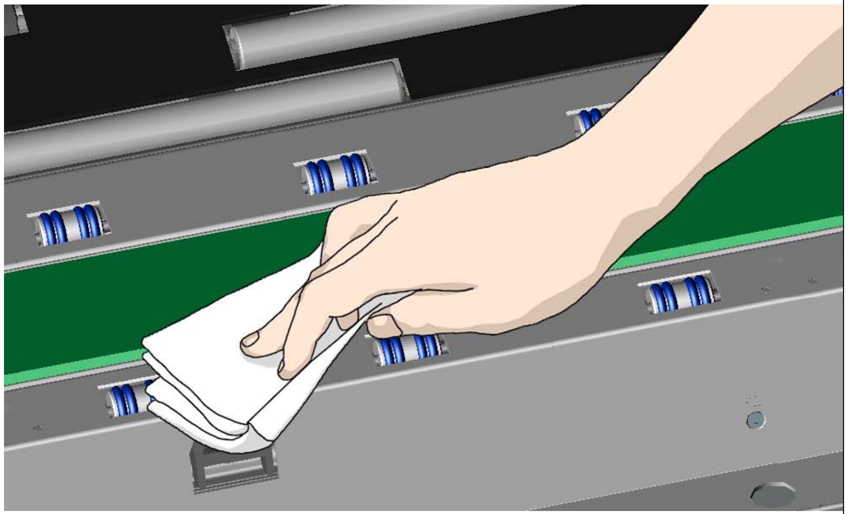
Cleaning the scanner

7 Clean the upper precision rollers

The upper precision rollers are in the lid, aligned in two rows on each side of the glass plate. Their function to keep the document on a straight path as it moves forward in the scanner. The upper precision rollers are in direct contact with the original's ink side and thus may require extra care when cleaning.

1. Spray/apply a mild, streak-free, glass cleaner onto a lint-free cloth.
2. Gently wipe the rollers surface.
3. Use the cloth to turn the rollers so you wipe all sides.
4. Dry the rollers completely using another clean, dry lint-free cloth.
5. Make sure that you leave the area dry.

CAUTION: Do not spray/apply cleaner fluids directly to the rollers or anywhere else in the scan area.



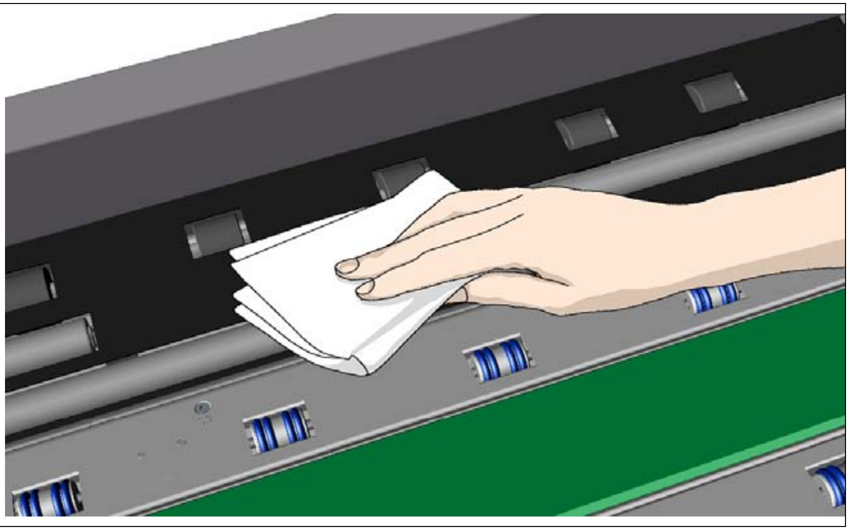
Cleaning the scanner

8 Clean the white pressure rollers

The white pressure rollers are the long rollers between the black transport rollers. They function to hold documents flat in the scanner.

1. Spray/apply a mild, streak-free, glass cleaner onto a lint-free cloth.
2. Gently wipe the white roller's surface.
3. Use the cloth to turn the rollers so you wipe all sides.
4. Dry the rollers completely using another clean, dry lint-free cloth.
5. Make sure that you leave the area dry.

CAUTION: Do not spray/apply cleaner fluids directly to the rollers or anywhere else in the scan area.



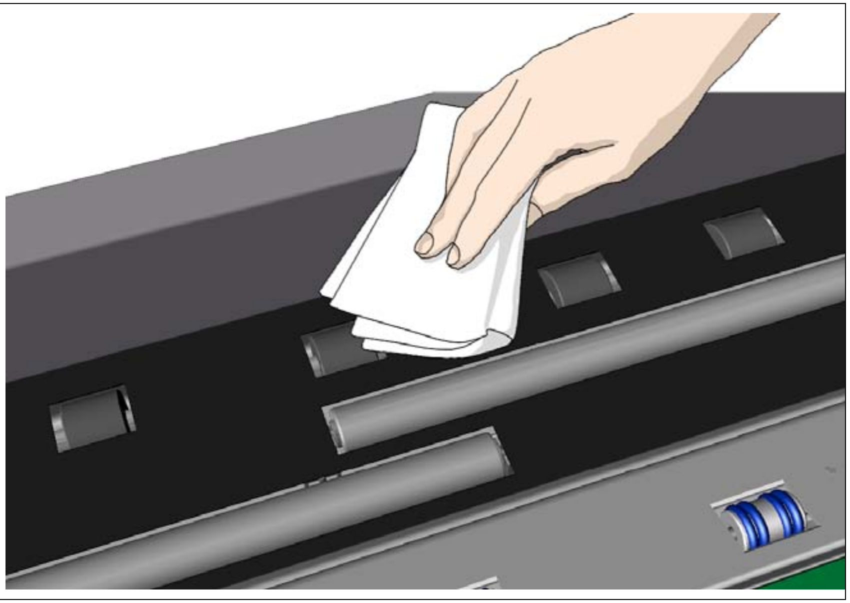
Cleaning the scanner

9 Clean the transport rollers

The transport rollers are placed in two rows on each side of the white pressure rollers. The black transport rollers are motorized and function to move the document through the scanner.

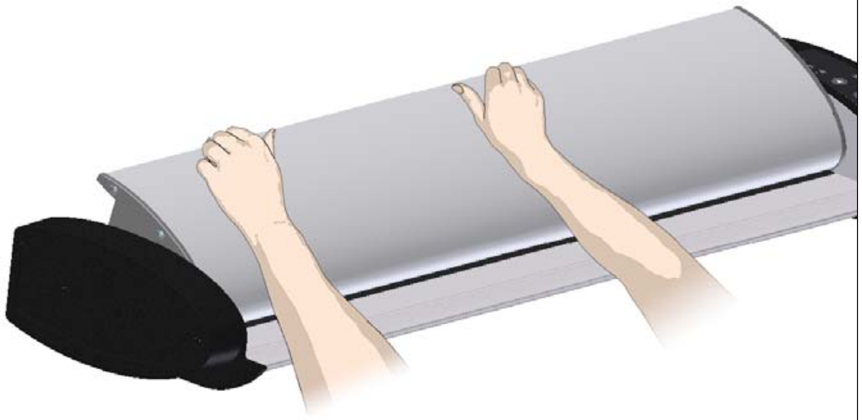
1. Spray/apply a mild, streak-free, glass cleaner onto a lint-free cloth.
2. Gently wipe the transport roller's surface.
3. Use the cloth to turn the rollers so you wipe all sides. The transport rollers are all connected on the axels so you only need to turn one to turn them all.
4. Dry the transport rollers completely using another clean, dry lint-free cloth.
5. Make sure that you leave the area dry.

⚠ **CAUTION**: Do not spray/apply cleaner fluids directly to the rollers or anywhere else in the scan area.



Cleaning the scanner

10 Close the lid



1. Push the scanner lid back all the way down until you hear the lid latch click.
2. Gently try to pull the lid open to ensure that it is locked in its “closed” position.

Cleaning the scanner

11 Your scanner is clean



You have completed the steps required for cleaning your scanner and the scan area.

Plug in the scanner and turn the main power switch to ON.

Scanner Calibration

Scanner calibration is very easy to perform with your *WIDEsystem* program. You just insert a calibration sheet and let the Calibration wizard take over.

NOTE: Be sure to clean the scanner and scan area before calibrating.

To calibrate your scanner:

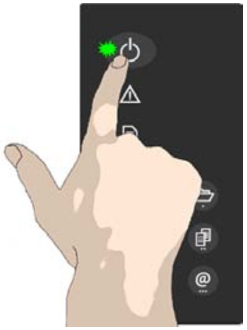
Calibration

1 **Turn the scanner power ON**

If the main power is OFF, press the main power switch at the back of the scanner to the ON position. If the scanner is in *Sleep* mode, press any button to set it in *Wake mode*.

The scanner is ready for calibration when the power LED lights green.

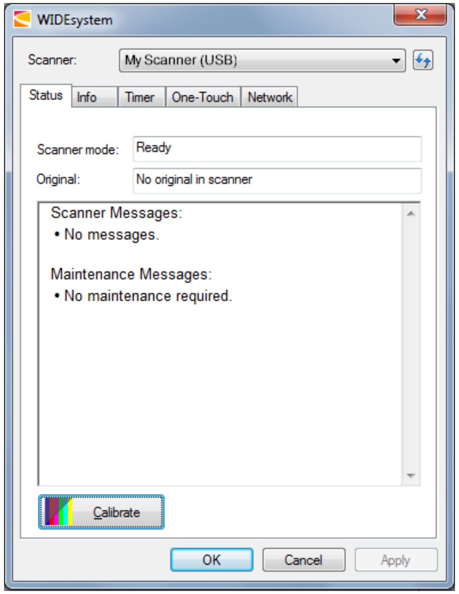




Calibration

2 Launch the scanner calibration wizard

1. On your PC – Double -click on the scanner icon in the system tray to open the WIDEsystem program.
2. Press the Calibrate button.

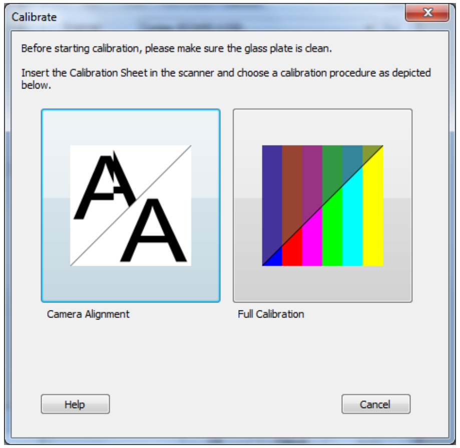


Calibration

3 Select the Calibration type

Select either Camera Alignment or Full Calibration.

- Camera Alignment will align horizontal capture for correct image stitching
- Full Calibration will perform Camera Alignment, B&W calibration and Color calibration



Calibration

4 Insert the calibration sheet

During the process, the wizard will ask you to insert the *Calibration Sheet* that came with your scanner. **The sheet's printed side must be inserted face up**. Align the sheet's midpoint arrow with the scanner's midpoint arrow and feed the sheet into the scanner.

Click the wizard's *Next* button to continue.



Calibration

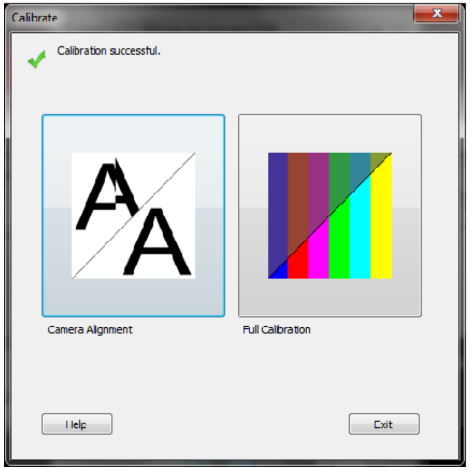
5 The program calibrates the scanner

The program works in steps to analyze and correct the status of the sensors, calibrate black and white values and calibrate color (on color scanners). The calibration sheet will be rescanned a number of times as the program processes data.

Let the program complete the calibration steps you requested (Alignment or Complete).

The wizard will tell you when the process is finished.

1. Remove the Scanner Calibration Sheet from the scanner.
2. Return the Scanner Calibration Sheet to its protective cover and then place it in the storage folder.
3. Store the folder in a dry place and out of direct light.



Replacing the glass plate

Replacing the glass plate: During scanning, your documents move against the glass plate as they pass the scanner's sensors. After long-term use, the glass plate can become worn or scratched and this can affect image quality and capture precision. Changing the glass will renew your scanner and ensure optimal results.

To replace a worn glass plate:

Replacing the glass plate

1

Turn the main power to OFF

Press the main power switch at the back of the scanner to the OFF position.



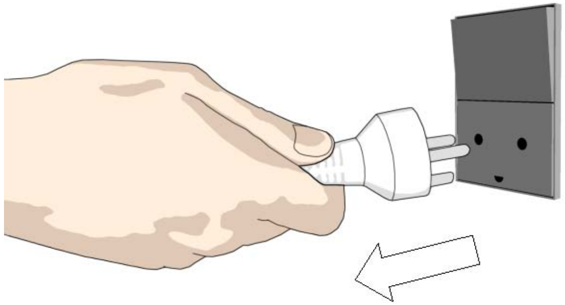
Replacing the glass plate

2

Disconnect the scanner's power plug

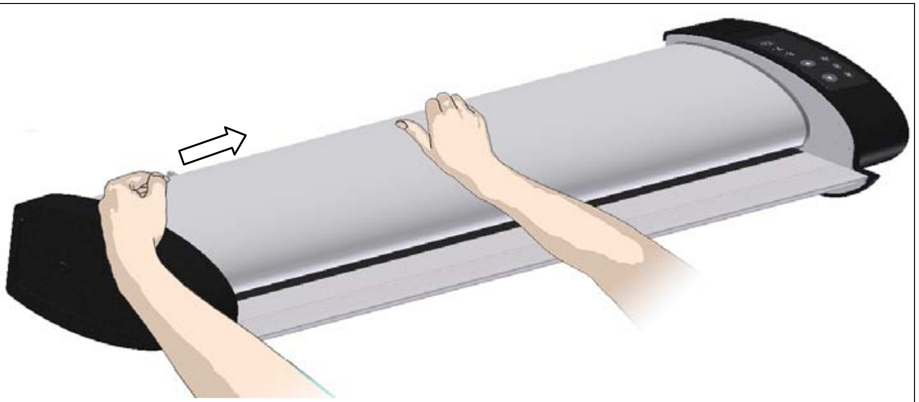


CAUTION: This step is to ensure your own personal safety and to help protect your device from potential damage.



Replacing the glass plate

3 Open the scanner lid – Press the lid release button

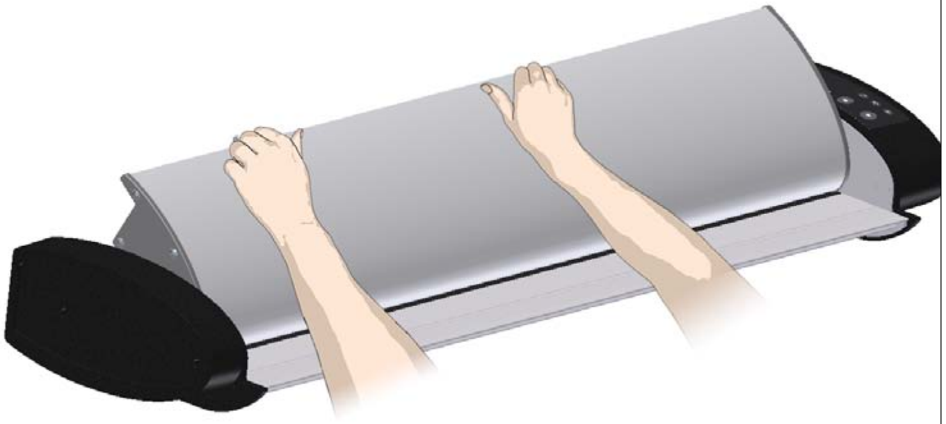


The glass plate is in the scan area under the scanner lid. You need to open the lid to replace it.

1. Stand at the front of the scanner.
2. Push down on the lid and simultaneously slide the release button towards the scanner's center with your fingers until you feel the lid latch unlock.
3. Use your other hand to grip the edge of the lid to ease it slowly back.

Replacing the glass plate

4 Open the scanner lid – Pull the lid back



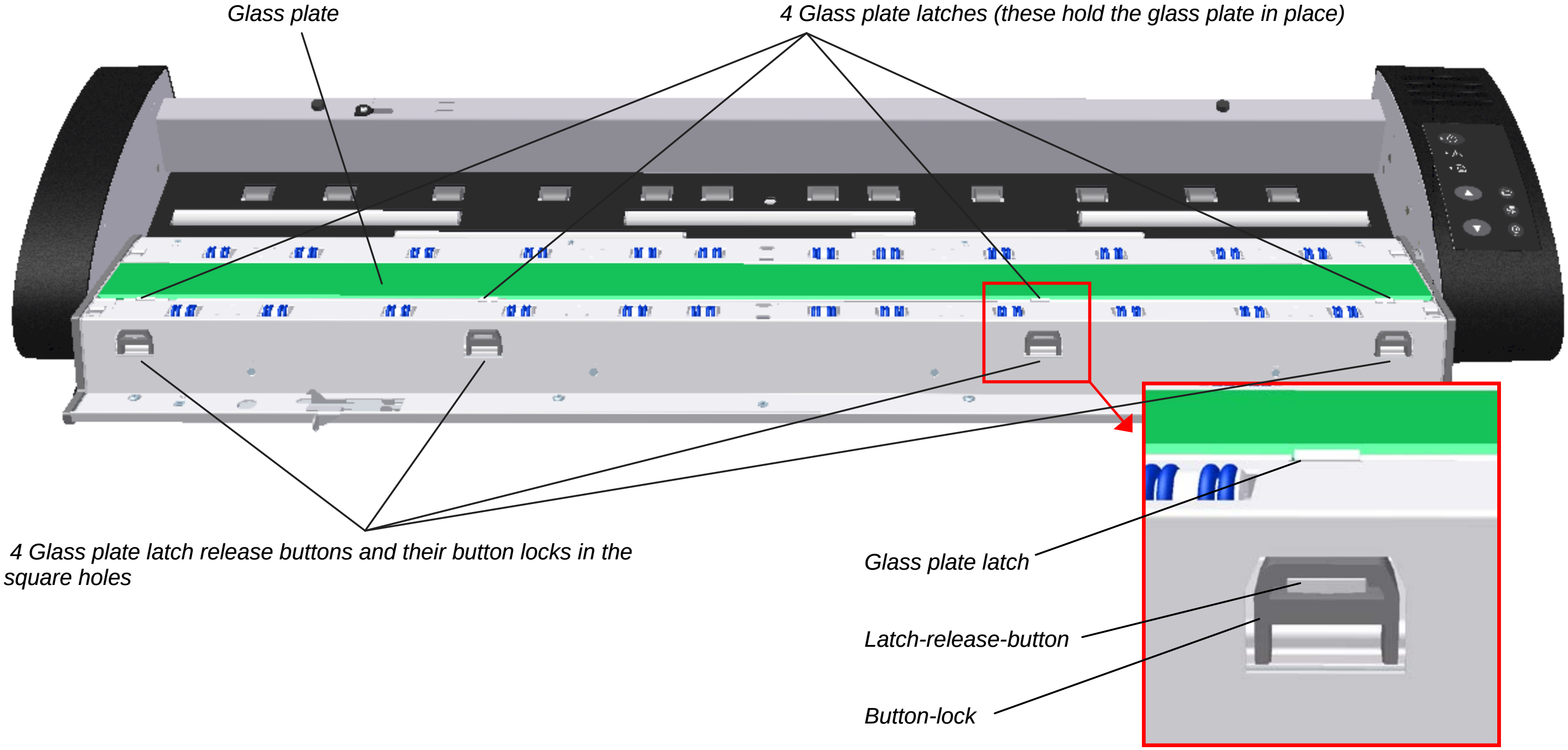
Retain your grip on the lid edge as you pull the lid backwards towards your body. Open the scanner lid all the way back to reveal the scan area and glass plate.

You will need to locate and recognize the key parts that you will access for replacing the glass plate. See the overview of key parts for glass replacement below.

Replacing the glass plate – Overview of key parts

The illustration below shows the scanner from above with its lid open. The illustration indicates the key parts and buttons you need to recognize when replacing a worn glass plate.

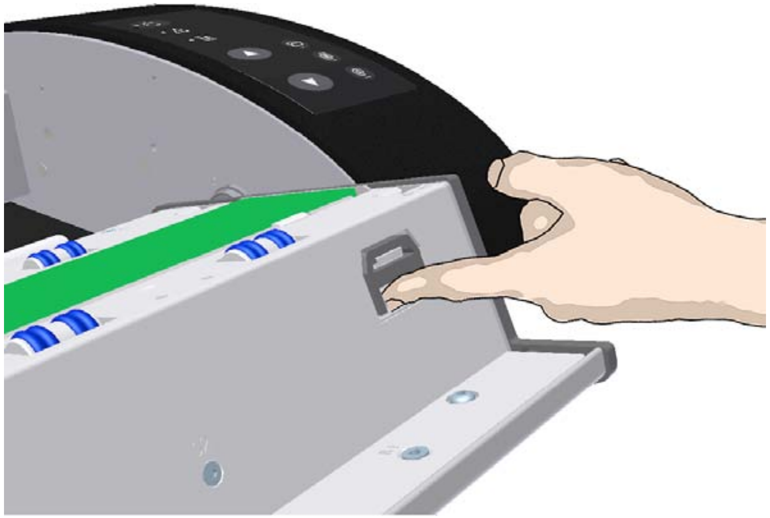
The glass plate is held and locked in place with 4 small white plastic *latches*. Each *latch* can be released from the glass plate by pressing down on its corresponding *latch-release-button* using its button lock. Each *latch-release-button* is placed in a square hole just under the *latch* it releases. On each *latch-release-button* there is a *button-lock t*hat will firmly press down and hold the *latch-release-button* in one of 2 positions – *latch-locked* position and when reversed, in *latch-released* position. Instructions follow in the next pages.



Replacing the glass plate

5 Unlock glass-plate-latch nr. 1 - remove the button-lock

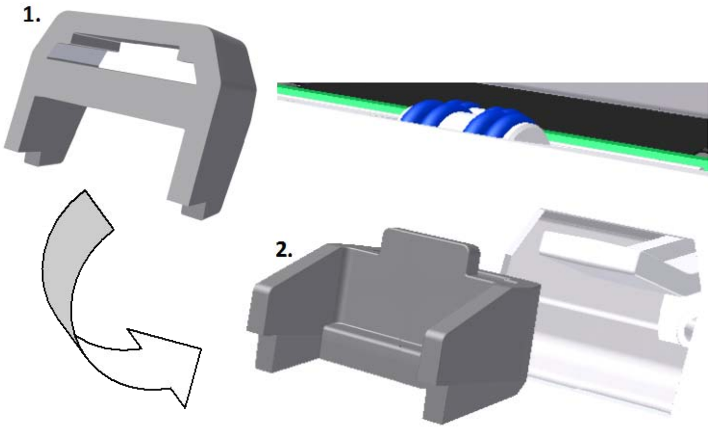
1. Stand at the front of the scanner. Start at the scanner's right side.
2. Use a finger to pull out the *button-lock* from the rightmost square hole.



Replacing the glass plate

6 Unlock glass-plate-latch nr. 1 – Flip and reverse the button lock

1. Flip the *button-lock* over and turn it so its flat side faces the scanner as shown in the illustration on the right.



Replacing the glass plate

7 Unlock glass-plate-latch nr. 1 – Reinsert the button lock

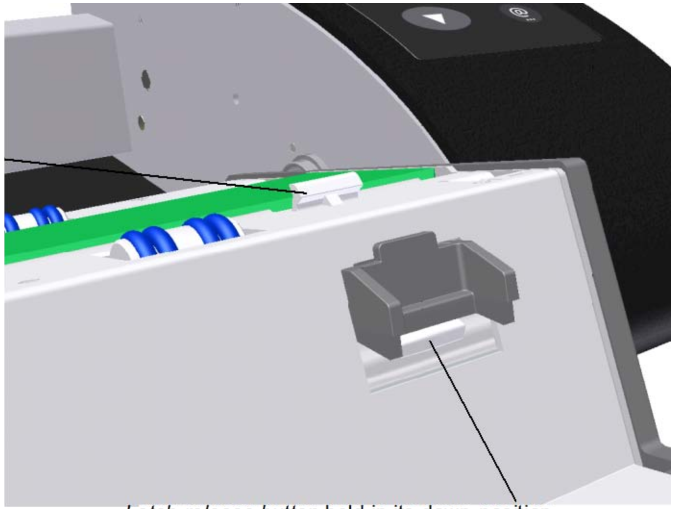
1. Reinsert the button-lock with its flat side forward back into the hole as shown in the illustration on the right.
2. As you reinsert the *button-lock*, rest its bottom edge on the *latch-release button* in the hole and press down so that the *button-lock* forces the *latch-release-button* downwards.



Replacing the glass plate

8 Glass-plate-latch nr. 1 unlocked

1. When fully inserted, the *button-lock* will hold the *latch-release-button* in its down-position.
2. This secures the corresponding *glass plate latch* in its "released" position, thus freeing its hold on the glass at that point.

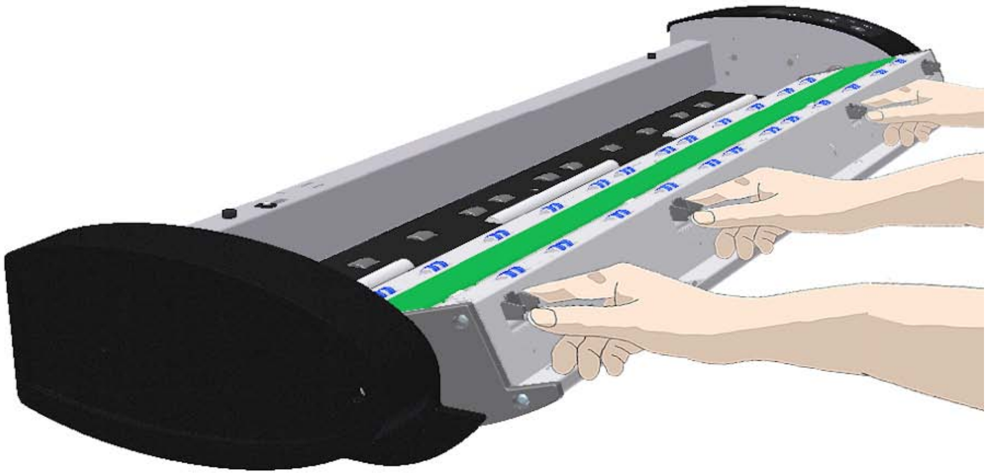


Replacing the glass plate

9 Unlock glass-plate-latch 2, 3, 4

1. Repeat steps 5 to 8 for the remaining 3 *button-locks* to set and hold their corresponding *glass-plate-latches* in their “latch-released” positions.
2. When you have completed this on all 4 latches, the glass plate will be completely free and can be lifted out of the scanner.

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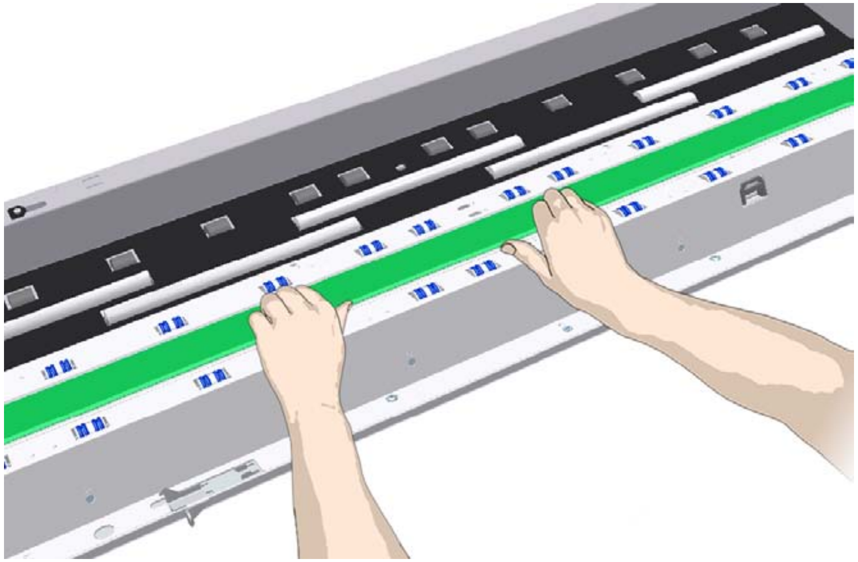
Replacing the glass plate

10 Detach the glass plate – Tip the glass plate edge upwards

The glass plate is now free for removal from the scanner.

1. Stand at the front side of the scanner.
2. Insert you thumbs under the glass plate edge around the middle area as shown in the illustration on the right.

   TIP: If you can't get your thumbs under the glass – hold the glass in place with one hand and push the lid slightly forward so gravity aids the action.
3. Tip the glass back so its two ends are free.

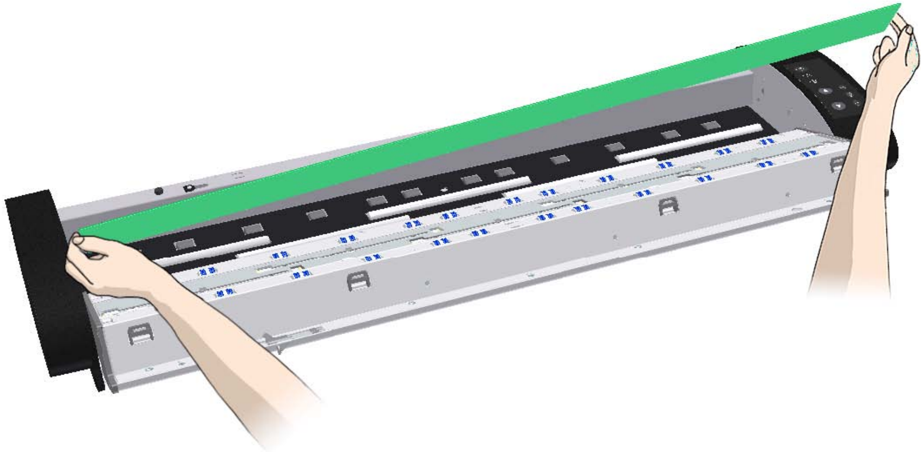


Replacing the glass plate

11 Detach the glass plate – Lift the glass plate out of the scanner

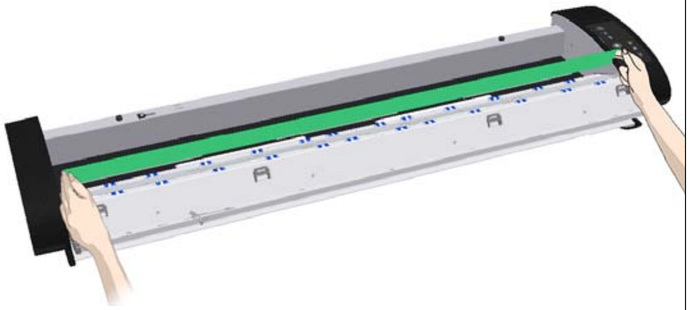
1. Grip the glass edge or move your hands to each end of the glass.
2. Lift the glass out of the scanner.

CAUTION: The glass plate is long and thin, and thus fragile. Take care not to break it over the scanner.



Replacing the glass plate

12 Lower new glass plate into the scanner

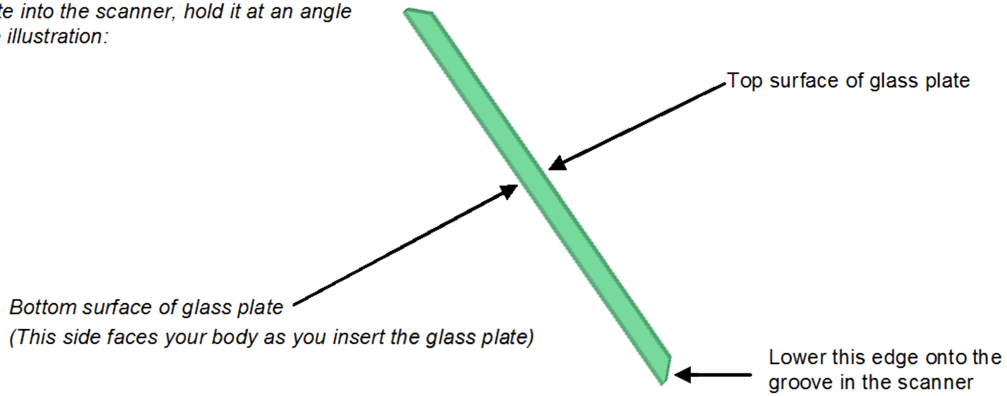


1. Pick up the new glass plate - with two hands holding the glass on each end so you avoid touching the glass surface.
2. **Take special care** to avoid touching the glass plate's bottom surface which normally will not be cleaned during maintenance.
3. Stand at the front of the scanner as you hold the glass.
4. Make sure you hold the glass for insertion with the correct surface facing down. Note the direction of the facetted edges that indicate which is the bottom surface of the glass. See the illustration of the glass plate's profile below.
5. Hold the glass so that the bottom side surface faces your body as indicated in the glass plate's profile view below.
6. Lower the new glass plate into the scanner at an angle, as shown in the glass plate's profile view below, so that the glass's lower edge meets the scanner's bottom position groove (see next step).

⚠ **CAUTION**: The glass plate is long and thin and thus fragile. Take care not to break it.

Glass Plate Profile View:

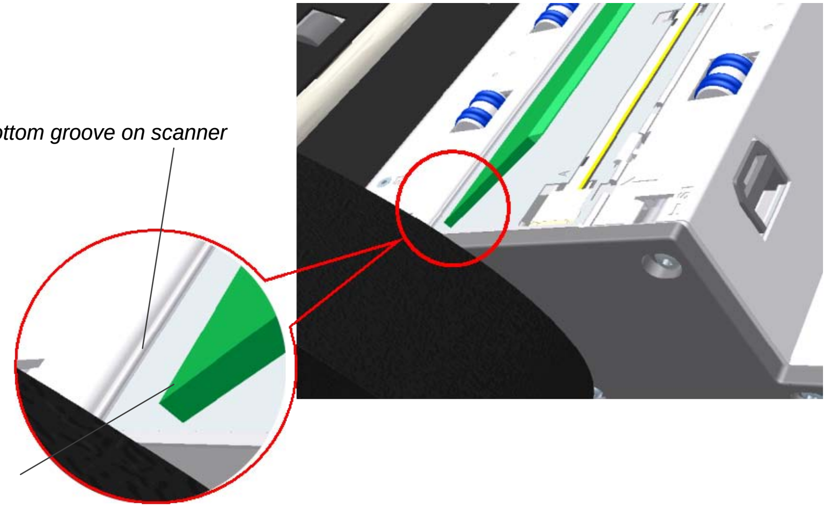
As you lower the glass plate into the scanner, hold it at an angle similar to that shown in the illustration:



Replacing the glass plate

13 Insert a new glass plate – rest bottom edge into the bottom groove

1. The glass plate will rest in the scanner's lid between the bottom and top position grooves. Locate the glass plate's bottom groove in the lid. This is the groove furthest from your body when you stand at the scanner's front.
2. Place the lower edge of the glass plate so it rests in the glass plate's bottom groove.
3. Carefully tilt the upper edge (the edge closest to your body) down until the glass plate rests in the scanner lid between the top/bottom grooves.

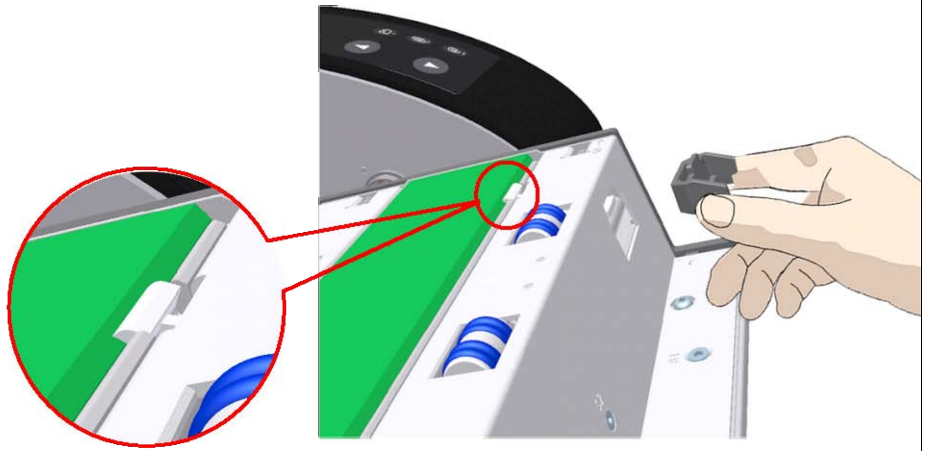


Replacing the glass plate

14 Lock the new glass plate in place

The glass needs to be locked in place with the 4 latches.

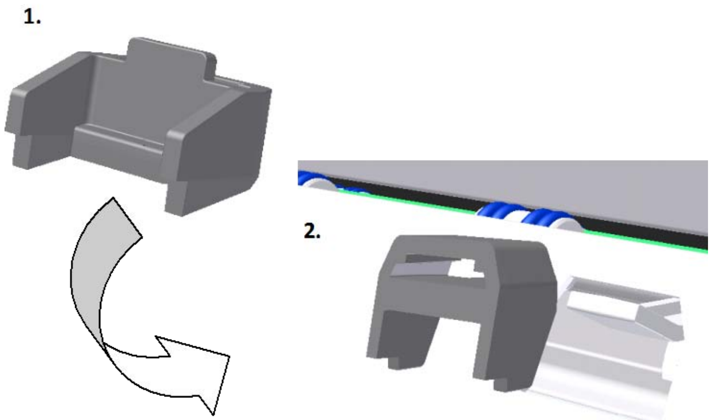
1. Start at the right side.
2. Pull out the button lock from its hole.
3. The corresponding latch will move down.
4. Control that the latch is now holding the glass.



Replacing the glass plate

15 Relock with the button-lock– flip the button lock over

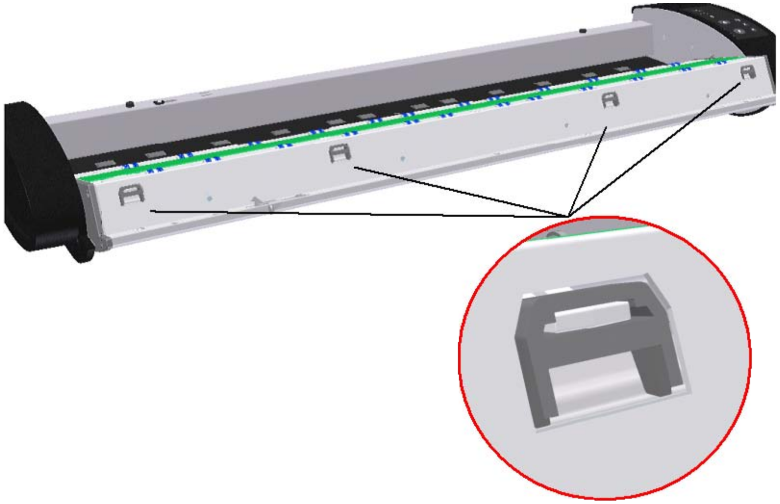
1. Flip the *button-lock* over and turn it back in its original position as shown in the illustration on the right.



Replacing the glass plate

16 Relock all 4 buttons

1. Reinsert the button-lock into its hole to relock the button.
2. Repeat for the remaining 3 button-locks.



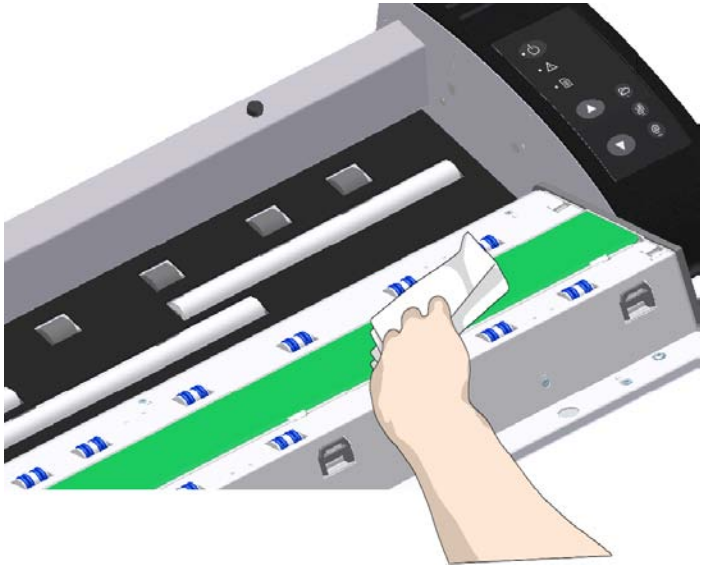
Replacing the glass plate

15 Clean the new glass plate

Make sure you use 2 fresh and clean lint-free cloths for cleaning your new glass plate.

1. Spray/apply a mild, streak-free, glass cleaner onto a lint-free cloth.
2. Gently wipe the glass clean. Look for fingerprints and smudges that may have been applied to the glass during replacement.
3. Dry the glass completely using the other clean, dry lint-free cloth.
4. Make sure that fluids to not get under the glass and that you leave the area dry.

CAUTION: Do not spray/apply cleaner fluids directly on the glass plate or anywhere else in the scan area.



Replacing the glass plate

16 Glass plate replaced successfully

1. Close the scanner lid all the way down until you here the lid latch “click”. Gently try to pull open the lid to ensure it is locked in the “closed” position.
2. Plug in the scanner and turn the main power switch to ON.
3. **NOTE:** If your results are not optimal after changing the glass plate, try to calibrate the scanner to tune it to its new glass plate.



Downloading new firmware

What is Firmware?

Like a computer, your scanner needs an operating system in order to work. This operating system is called "Firmware". Firmware runs inside the scanner and links its processors with the PC applications running the scanner.

When do I need new firmware?

Your scanner is shipped with the latest firmware available. You can afterwards upgrade your original firmware with newer firmware and continue to do so as they are released. Firmware upgrades can be downloaded from your manufacture's website or obtained through your dealer.

Upgrade your firmware when:

1. One or more new features are released or other improvements are made to the scanner though its firmware.
2. An error is discovered in the firmware version you have in the scanner and your manufacturer recommends installation of new firmware in which the error is corrected.

NOTE: Your manufacture's website specifies improvements with every new firmware release.

How to identify the firmware version running in the scanner?

1. Start WIDEsystem –Double -click on the system tray's WIDEsystem program icon.
2. Select the ***Info*** tab.
3. The Info tab displays useful data about your scanner, including firmware details.
4. *Release* - Upgradeable firmware version.
5. *Timestamp* – The date the firmware was created.
6. *Downloaded*- The date/time the current firmware was downloaded.

You can upgrade your firmware if the *Release* number is lower than the newest firmware version number on your manufacture's website.

How to install new firmware?

New firmware is installed by opening the firmware .exe file. The firmware .exe file must first reside on your machine. Select the Save target (or Save Link) option if downloading from the web.

To install the firmware file on your scanner:

1. Go to your manufacture's website and locate the new firmware for your scanner.
2. Download/save the firmware .exe file in a folder on your machine.
3. Double click the .exe file to start the installation wizard.
4. Follow the wizard's instructions on your screen.
5. Installation can take up to 1 minute depending on the scanner model and firmware version.

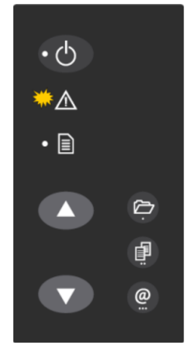
NOTE: Update WIDEsystem - When upgrading firmware, always update WIDEsystem to the latest version. WIDEsystem is available on your manufacturer's website.

Trouble Shooting

This section describes trouble-shooting procedures for the most common issues that can arise with your scanner. Please look for a problem description that matches your actual situation. If found, perform the recommended trouble-shooting procedures before requesting a service call.

How are errors reported on your system

The scanner panel's *Error Indicator* will blink when the scanner detects an error. WIDEsystem will report the nature of the error on your screen.



Error detected – Error indicator blinks

Correcting common errors

1. The actual nature and cause of the error may be reported immediately through a message on your screen. If not, open WIDEsystem (double--click the WIDEsystem icon on your system tray) and select the Status tab to view additional information about the error.
2. The information on your screen may include instructions and actions to remedy the error. Follow the instructions on your screen.
3. Look for a description of the error and remedy in this users guide's trouble shooting section. Follow the instructions provided.

Technical assistance

In some cases you may need technical assistance. You should contact your service provider if one or more of the following cases is true:
a. … the error cannot be remedied through the action suggested on your PC screen.
b. … the error and its remedy is not described in this users guide.
c. … the system fails to report the error on your screen.



Before calling technical assistance prepare the following:

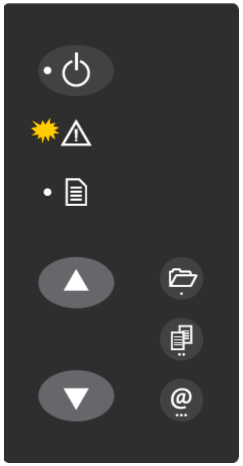
1. Write down your scanner model name and serial number. The serial number is printed on a label on the back of the scanner.
2. Write down your Firmware version. See the section *How to identify the firmware version running in the scanner?*.

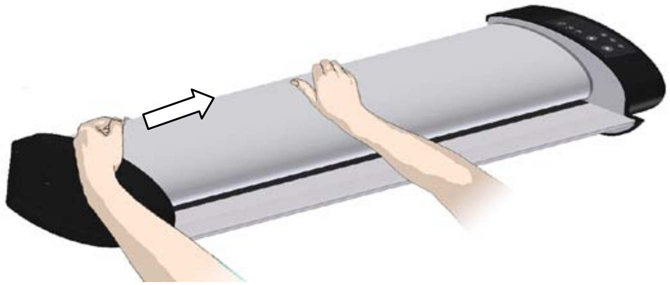
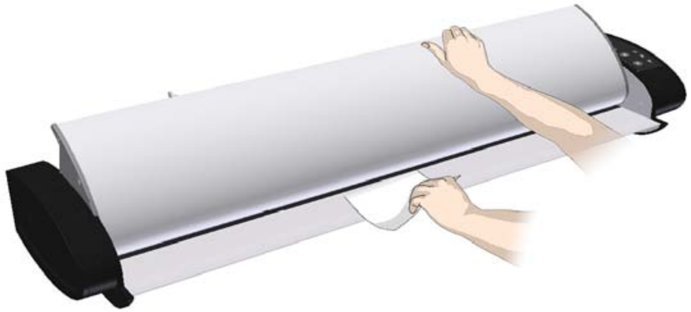
NOTE: Your manufacture's website contains service provider contact information.

Problems Related to Scanner Installation

Problem	Possible Causes and Remedies
"Unknown device is found" message.	• Your interface is not enabled on the PC or set up correctly. Control that the Windows device manager lists the interface option and that its drivers function correctly. • WIDEsystem drivers were not installed before connecting the scanner. Shut down the scanner and PC, unplug power and USB connections and restart the installation from step 1 as described in the installation section of this guide. If you continued installation before installing WIDEsystem, see the troubleshooting instructions below. • Loose interface connection – on both ends, unplug and then firmly plug-in the interface cable. • System needs rebooting - shut down the scanner and PC, unplug power and USB connections. Then plug in the USB connections and turn on the PC. When Windows is loaded, plug in the scanner power and turn on the scanner main power switch.
No functional drivers found – yellow error icon on scanner in Device Manager	If you connected and tried to install the scanner before installing WIDEsystem, the "unknown device found message" will appear. If you ignored this and continued to step through the dialogs from there, the scanner will be entered on the system as a new device without functional drivers. If this is the case, the scanner will be displayed in the Windows Device Manager with a yellow error icon. The scanner entry must be removed from the Device manager before re-installing correctly. 1. In the Device Manager - remove the scanner entry. 2. Shut-down the PC, shut down and unplug the scanner, disconnect the scanner from the PC. 3. Perform the installation from step 1 as described in the installation section of this guide. Be sure to install WIDEsystem before connecting the scanner.
WIDEsystem does not detect the scanner.	• The scanner may be in sleep mode. Press the power button to wake up the scanner. • The WIDEsystem driver version installed on your PC is older than your scanner model. Install the WIDEsystem drivers from the WIDEsystem TOOLS CD-ROM that came with your scanner. If not available, download the newest version from your manufacturer's website or contact your dealer to obtain the right WIDEsystem version. • WIDEsystem drivers were not installed before connecting the scanner. Shut down the scanner and PC, unplug the connections and restart the installation from step 1 as described above. • Loose interface connection – on both end, unplug and then firmly plug-in the interface cable. • System needs rebooting - shut down the scanner and PC, unplug the connections. Then plug in the interface connections, turn on the PC and when Windows is loaded, turn on the scanner.

Problems Related to Operation of the Scanner

Problem	Possible Causes and Remedies
Error Indicator LED blinking 	An error was detected. The error may be reported immediately through a message on your screen. If not, open WIDEsystem (scanner icon on your system tray) and select the Status tab to view additional information about the error. Perform one of the following: • The information on your screen may include instructions and actions to remedy the error. Follow the instructions on your screen. • Look for a description of the error in this users guide. Follow the instructions provided. • In some cases you may need technical assistance. You should contact your service provider if one or more of the following cases is true: a. … the error cannot be remedied through the action suggested on your PC screen. b. … the error and its remedy is not described in this users guide. c. … the system fails to report the error on your screen.
Need to contact Technical assistance	In order to get the best and fastest solution to your problem, you should prepare as much information as possible before calling your service provider for technical assistance. Your manufacture's website contains service provider contact information. See instructions above.

Error message: Paper Jam	You know a Paper jam error has occurred when the scanner stops scanning and the Paper-Ready LED shuts OFF (from blinking) while the document is still engaged in the drive system. Your software will report the *Paper Jam error*. To remedy: 1. Eject the document from the scanner. Press and hold down the Paper-Backwards or the Paper-Forward key. 2. If the document does not eject/respond to pressing the keys, you will need to open the scanner lid to remove it. 3. Simultaneously press the lid release buttons towards the scanner's center with your fingers until you feel them unlock. Use your other fingers to grip the edge of the lid.  *Open the lid – Press the lid release button.* 4. With one hand, pull the lid backwards to open and use the other hand to pull out the document so it comes completely free of the scanning area.  *Hold the lid open and remove the document.* 5. Close the lid. 6. When the scanner is ready again, reload the document again to scan. 7. If you still get a paper jam error, repeat the steps above but select the *Soft-handling* option in your software before reloading.

Scanner Calibration **error message:** ***Stitching …. failed***	This message may appear when running the *Calibration* wizard. 1. The most common cause is a dirty or smudged glass plate. Clean the scanning area, reboot the scanner and then complete the calibration steps as described in the section *Calibration* in this guide. 2. If the problem persists after cleaning the scanning area - The problem could be caused by a loose object in the optical path. Remove any torn pieces of paper or other loose objects from the scanning area. Even the smallest loose objects will disturb the scanner's adjustment function. 3. Summon your technical service provider if the problem persists.
Application control keys (one touch) do not work	1. Check the One Touch setup entries in WIDEsystem. Click on the scanner icon to open WIDEsystem and select the One Touch tab. View WIDEsystem Help for instructions. 2. Check that the applications defined in the WIDEsystem One Touch setup entries are installed on your PC 3. Make sure that the applications defined in the WIDEsystem One Touch setup entries are actually designed to work with (compatible with) your scanner's application control keys. See the application's documentation or contact the application software dealer.
Can't operate or contact scanner after Firmware upgrade failure.	A power failure could interrupt an ongoing firmware upgrade process. The scanner will not run correctly after an interrupted firmware update process. Only part of the intended firmware may be loaded, rendering the scanner inaccessible. You need reboot the scanner to *Safe Mode* to reapply the firmware. Restart the scanner. If the scanner detects corrupted firmware, it will start up in *Safe Mode*. Confirm *Safe Mode*: Open WIDEsystem – double-click the WIDEsystem scanner icon on your system tray. The *"Scanner:"* field should show "Scanner is in Safe Mode". Follow the steps for firmware installation. **NOTE**: *Safe Mode* is only for repairing a corrupted or interrupted firmware installation. Do not attempt to use the scanner when it is in *Safe Mode*.

Problems Related to the Scanning Results

Problem	Possible Causes and Remedies
Entire image is not scanned	1. Check in your scanning application that your size settings are either for Auto detection or correspond to the size of the whole original. 2. Check in your scanning application that you are loading the original correctly. Be sure to align the center of the original with the scanner's center arrow marking.
Stitching problems – Image sections misaligned (at points between the sensors -overlapping pixels)	1. Remove the original from the scanner and calibrate the scanner. 2. The Alignment Calibration includes correction of stitching errors. 3. If the problem persists after calibration – Your sensors may need readjusting. Summon your technical service provider.
One or more thin vertical lines (in the direction of paper feeding) show up in the scanned image, but not in the original drawing.	This is often caused by an unclean glass plate. Even a single spec of dirt in the wrong spot on the glass plate can apply a streak along your entire scan. To remedy: 1. Clean your glass plate and rollers as described in this users' guide. 2. Most dirt on the glass plate is introduced by the documents that are passed against it. Wipe clean the document with a dry lint-free cloth before feeding the document into the scanner. 3. If the problem persists after cleaning, start WDEsystem and calibrate the scanner. The scanner may have memorized dirt specs and you need to recalibrate after dirt-removal. 4. If the problem persists after cleaning and calibration –Check the glass plate for scratches. A damaged glass plate should be replaced. Obtain a new glass plate from your service provider. Follow the steps in the user's guide to replace the glass plate with a new one. 5. A damaged calibration sheet can also cause streaks. Obtain a new sheet and recalibrate the scanner.

Appendixes

Important safety instructions

Read all of these instructions and save them for later use. Follow all warnings and instructions marked on the scanner.

A. Do not place the scanner on an unstable surface, stand, cart or table. Serious damage can be caused if the unit falls.

B. When cleaning, do not spray/apply liquid cleaners directly onto the scanner parts. Apply liquids to your cloth and then use the dampened cloth to clean.

C. Before **cleaning** or replacing any **user-replaceable parts**, be sure to turn the scanner power off and disconnect the power plug.

D. The scanner should be operated from the power source type indicated on the marking label. If you are unsure of the type of power available, consult your dealer or local power company.

E. The scanner is intended for use on IT, TT and TN power distribution systems, and is equipped with a three-wire grounding type plug. This plug will fit only into a grounding-type power outlet. This is a safety feature which relies on building installation. If you are unable to insert the plug into the outlet contact your electrician to replace your obsolete outlet. Do not defeat or ignore the purpose of the grounding-type plug.

F. Do not allow anything to rest on the power cord. Do not locate the scanner where persons will walk on the cord.

G. If an extension cord is used with the scanner, make sure that the total ampere ratings of the products plugged into the extension cord does not exceed the extension card ampere rating. Make sure that the total rating of *+all products plugged into the wall outlet does not exceed 15 amperes.

H. Slots or openings in the cabinet at the back or bottom are provided for ventilation. This ensures reliable operation of the product and protects it from overheating. These openings must never be blocked or covered. The openings should never be blocked by placing the unit on a bed, sofa, rug, or other similar soft surface. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.

I. Never push objects of any kind into the scanner through cabinet slots since they may touch dangerous voltage points or short out parts that could result in a risk of fire or electrical shock. Avoid any possibility of spilling liquid of any kind on the scanner.

J. Do not attempt to service the scanner yourself. Opening or removing those covers requiring tools may expose you to dangerous voltage points or other risks. Refer all servicing in those compartments to authorized service personnel.

K. Unplug the scanner from the wall outlet and refer servicing to authorized service personnel under the following conditions:

- When the power cord or plug is damaged or frayed.
- If liquid has been spilled into the scanner.
- If the scanner has been exposed to rain or water.
- If the scanner does not operate normally when operating instructions are followed then adjust only those controls covered by the instructions in this manual. Improper adjustment of controls other than those mentioned in this manual may result in permanent damage and will at best require extensive work by a qualified technician to restore this product to its normal operation.
- If the scanner has been dropped or the cabinet has been damaged.
- If the scanner exhibits a distinct change in performance, indicating a need for service.

Regulations

FCC Regulations

USA
NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Caution: Pursuant to Part 15.21 of the FCC Rules, any changes or modifications not expressly approved by the manufacturer may cause harmful interference and void the use's authority to operate the equipment.

CE Regulations

EU
This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

VCCI Regulations

Japan
This equipment has been tested and found to comply with the limits for a Class A product according to Agreement of VCCI:2008 (CISPR 22).

Toxic or Hazardous Substances or Elements

有毒有害物质或元素名称及含量

Part Name 部件名称	Toxic or hazardous Substances and Elements 有毒有害物质或元素					
	Lead (Pb) 铅	Mercury (Hg) 汞	Cadmium (Cd) 镉	Hexavalent Chromium (Cr (VI)) 六价铬	Polybrominated biphenyls (PBB) 多溴联苯	Polybrominated diphenyl ethers (PBDE) 多溴二苯醚
Scanner 荧光灯管	O	O	O	O	O	O

O: Indicates that this toxic or hazardous substance contained in all of the homogeneous materials for this part is below the limit requirement in SJ/T11363-2006.

表示该有毒有害物质在该部件所有均质材料中的含量均在SJ/T11363-2006标准规定的限量要求以下。

X: Indicates that this toxic or hazardous substance contained in at least one of the homogeneous materials used for this part is above the limit requirement in SJ/T11363-2006.

表示该有毒有害物质至少在该部件的某一均质材料中的含量超出 SJ/T11363-2006标准规定的限量要求。

(Enterprises may further provide in this box technical explanation for marking “X” based on their actual conditions.

企业可在此处根据实际情况对上表中打“ X”的技术原因进行进一步说明。)